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SERVICES SPECIALIST CAREER LADDER AFSC 611X0(U) AIR
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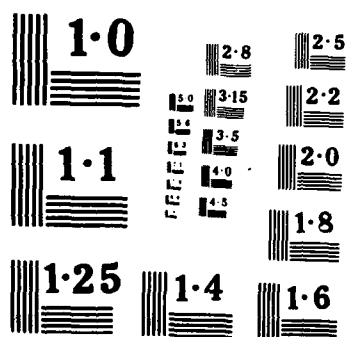
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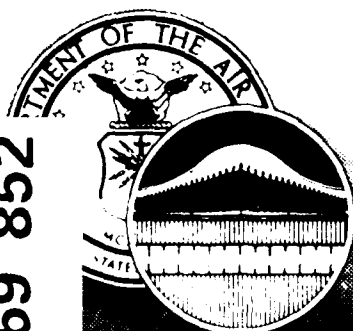
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UNITED STATES AIR FORCE

OCCUPATIONAL SURVEY REPORT

SERVICES SPECIALIST CAREER LADDER

AFSC 611X0

AFPT 90-611-524

JUNE 1986

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OCCUPATIONAL ANALYSIS PROGRAM
USAF OCCUPATIONAL MEASUREMENT CENTER
AIR TRAINING COMMAND
RANDOLPH AFB, TEXAS 78150-5000

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HQ AFSC/MPAT	3		3	
HQ ATC/DPAE	1		1	
HQ ATC/TTQC	2		1	
HQ ESC/TTGT	1		1	
HQ ESC/DPTE	2		2	
HQ MAC/DPAT	3		3	
HQ MAC/TTGT	1		1	
HQ PACAF/TTGT	1		1	
HQ PACAF/DPAT	3		3	
HQ SAC/DPAT	3		3	
HQ SAC/TTGT	1		1	
HQ TAC/DPATJ	3		3	
HQ TAC/TTGT	1		1	
HQ USAF/MPPT	1		1	
HQ USAFE/DPAT	3		3	
HQ USAFE/TTGT	1		1	
HQ USMC (CODE TPI)	1			
NODAC	1			
3400 TCHTW/TTGX (LOWRY AFB CO)	2	1h	2h	1
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DET 5, USAFOMC				
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PREFACE

This report presents the results of an Air Force occupational survey of the Services Specialty (AFSC 611X0). The survey was requested by Headquarters Air Force Engineering and Services Center (HQ AFESC), Tyndall AFB, Florida to identify tasks performed by career field members in order to determine if there is justification for a formal 3ABR training course for the Services specialty.

The survey instrument used in this project was developed by Ms Viola Allen, Inventory Development Specialist. Ms Olga Velez provided computer support for the project. First Lieutenant H. A. Goodman compiled and analyzed the survey data and wrote the final report. Administrative support was provided by Ms Anita R. Carter. This report was reviewed and approved by Lieutenant Colonel Charles D. Gorman, Chief, Airman Analysis Branch, Occupational Analysis Division, USAF Occupational Measurement Center.

Copies of this report are distributed to Air Staff sections, major commands, and other interested training and management personnel. Additional copies are available upon request to the USAF Occupational Measurement Center, Attention: Chief, Occupational Analysis Division (OMY), Randolph AFB, Texas 78150-5000.

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SUMMARY OF RESULTS

1. Survey Coverage: A total of 1,517 military and 105 civilian Services members provided data for this OSR by responding to questions in a survey instrument. These numbers account for 78 percent of the total military personnel assigned to the career ladder, and 57 percent of the total (185) civilian survey booklets mailed.

2. Specialty Jobs: Analysis of survey data revealed the following jobs:

- Billeting Operations
- Linen Exchange
- Mortuary Affairs
- Dormitory Managers
- Military Clothing Issue

Very little overlap in tasks performed was noted across these major jobs.

3. Career Ladder Progression: The largest number of 3-skill level personnel exist in the Billeting Operations cluster. The Mortuary Affairs cluster has almost entirely 5- and 7-skill level members. This often makes a permanent change of station move seem like cross-training to a new AFSC as would be the case between Mortuary Affairs and Linen Exchange. Progression then, in terms of career field experience, seems hampered and hard to clearly define.

4. AFR 39-1 Specialty Descriptions: Several discrepancies were noted within the document. The full scope of jobs performed by career ladder members was not covered, including no mention of the Military Clothing Issue job, and inadequate coverage of duties concerning Military Honors tasks. A review of this document is recommended.

5. Training: Performing adequate training in such a diverse career field is an extremely difficult task. The STS, which is the basic document utilized for this purpose, was found to be in need of review. The need for in-residence training for this field was not supported by survey data and thus, not recommended at this time.

6. Job Satisfaction: Indicators in the current survey were found to be lower than comparative data collected from similar Air Force specialties. AFLC had the lowest perceived use of talent indicators, and AFSC the lowest perceived use of training when compared to data from other commands in this OSR. The highest indicators overall were found in the Mortuary Affairs cluster.

7. Comparison to Previous Survey: Findings of this report were compared to those of the 1980 OSR. In general, many of the issues are the same with few changes occurring over time. The AFSC has become more diverse with the addition of Dormitory Management as a specialty job.

OCCUPATIONAL SURVEY REPORT
SERVICES SPECIALIST CAREER LADDER
(AFSC 611X0)

INTRODUCTION

→ This is a report of an occupational survey of the Services Specialist career ladder completed by the Occupational Analysis Division, USAF Occupational Measurement Center. The specialty was last surveyed in May 1980. The primary issue in this report is training, or more specifically, the determination of the need for structured resident training. Presently, training is accomplished primarily through OJT and the Specialty Training Standard (STS).

Along with training issues, many other areas will also be analyzed in this occupational survey report (OSR). Some of these include specialized job identification, major command (MAJCOM) differences, continental United States (CONUS) versus overseas differences, as well as differences by skill level groups. Job satisfaction data, such as utilization of training and reenlistment intentions, will also be reviewed. ←

Another important aspect of this survey is the inclusion of civilian personnel. The request to include civilian personnel came from HQ AFESC. This inclusion of civilians is to ensure complete job or task coverage, as civilian members may be performing some jobs or tasks not performed by their military counterparts. Only CONUS civilian personnel participated in the survey; overseas civilian workers are mostly foreign nationals and come under a different classification system. Civilian members who completed the survey booklet did so on a voluntary basis; thus, civilian representation in some areas may not be as good as military representation.

Those civilians included in this study are in the following occupational series:

- 0301 - Miscellaneous Administration/Programs
- 0303 - Miscellaneous Clerk/Assistant
- 1101 - General Business and Industry
- 1173 - Housing Management
- 1910 - Quality Assurance
- 2005 - Supply Clerical/Technician

History

The Supply Services Specialist career ladder (AFSC 611X0) was formed in September 1964 by a merger of the Sales Store (AFSC 642X0) and Dry Cleaning (AFSC 644X0) specialties. A title change came in 1978 when the Supply Services Specialists became Services Specialists. This new title covered the

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broader scope of functional responsibilities in the career ladder. Although there have been some additional responsibilities added to the AFSC since 1978 (such as the addition of dormitory management), the specialty has remained relatively stable since that time.

SURVEY METHODOLOGY

Inventory Development

The data collection instrument for this survey was USAF Job Inventory AFPT 90-611-524, dated October 1984. A tentative task list was prepared by the inventory developer after reviewing pertinent career ladder publications and directives, tasks from the previous survey instrument, and data from the 1980 OSR. After this initial phase of inventory development, the developer conducted interviews with career ladder personnel and observed them in the actual performance of their jobs. To ensure full coverage of the variety of tasks performed by members of the career ladder, critical bases were identified and visited by the developer. These bases are:

- Lackland AFB TX
- Tyndall AFB FL
- Lowry AFB CO
- Sheppard AFB TX
- Barksdale AFB LA
- March AFB CA
- Nellis AFB NV
- Eglin AFB FL
- Langley AFB VA
- Williams AFB AZ
- Andrews AFB MD
- Bolling AFB DC
- Dover AFB DE
- Ramstein AB GE
- RAF Mildenhall, UK
- RAF Lakenheath, UK
- RAF Bentwaters UK
- Rhein-Main AB GE
- Zweibrucken AB GE
- Lindsey AS GE
- Lajes Fld, Azores

A total of 21 installations were visited at 13 CONUS and 8 overseas locations, belonging to 7 major commands. A total of 149 people were involved in interviews at these various bases. The Air Force Functional Manager, the Training Staff Officer (TSO), Classification and Standards, and Assignments personnel for the Services field were also contacted.

Though this may seem like a large number of bases to visit and personnel to interview, it was necessary due to the extreme diversity of jobs and tasks performed in those jobs by members of the career ladder. Pursuant to obtaining adequate coverage, a large number of installations of various sizes and with diverse missions were visited. Getting complete task coverage is of paramount importance in the production of the job inventory. All of the locations visited had more than one of the primary services functions.

The final job inventory product contained biographical and other background questions, as well as 745 tasks. These tasks cover the full scope of the jobs performed by members in the field.

Data Collection

From October 1984 to May 1985, worldwide Consolidated Base Personnel Offices (CBPO) administered the inventory to military personnel holding the Services (611X0) AFSC. Inventories for civilian members were sent directly to their organization. Military participants were selected from a computer-generated mailing list obtained from personnel data tapes maintained by the Air Force Human Resources Laboratory (AFHRL). Civilian personnel were selected from a list supplied by the Air Force Civilian Personnel Management Center (AFCPMC).

Each individual who was administered the inventory first completed an identification and biographical information section, and then checked each task performed in their current job. The participants then rated the tasks checked on a 9-point scale, showing the relative time spent on that task as compared to all other tasks checked. The time spent ratings were measured on a scale which supplied the respondent with 9 choices as follows:

1. Very small amount
2. Much below average
3. Below average
4. Slightly below average
5. About average
6. Slightly above average
7. Above average
8. Much above average
9. Very large amount

Time spent is defined as a relative measure of how much time individuals perceive themselves to spend on each task, as compared to all other tasks checked in the survey. To calculate time spent, all of an incumbents ratings are assumed to account for 100 percent of his or her time spent on the job. The rating for each task is divided by the sum of all ratings, then multiplied by 100 to provide a relative percentage of time for each task. This procedure provides a basis for comparing tasks in terms of both percent members performing (where a task is checked by an incumbent) and relative time spent (based on the calculations from the 1-9 scale).

Survey Sample

Eligible AFSC 611X0 personnel (only those who had been working in their present job for at least 6 weeks are considered eligible) were administered survey booklets. Table 1 reflects the percentage, by MAJCOM, of military personnel in the AFS as of August 1984. As the table displays, survey representation by MAJCOM was excellent.

Civilian data are also included at the bottom of Table 1. As previously explained, civilian personnel completed the job inventory on a voluntary basis; thus, the civilian return rate is uncontrollable. Still, based on past experience, a 57 percent return rate on a voluntary survey is extremely good.

Another means of determining adequacy of survey representation is to compare percent assigned figures of paygrade groups against percent sampled. This paygrade comparison is displayed in Table 2. Once again, representation was excellent, with no more than a 3-point variance between assigned and sampled groups.

Task Factor Administration

In addition to completing a job inventory, selected senior NCOs were also asked to complete a second booklet for use in determining levels of task difficulty (TD). These TD booklets are processed separately from standardized job inventories. Rating information obtained from TD booklets are used in several analyses discussed in detail within this report.

Task Difficulty (TD). Each person completing a TD booklet was asked to rate all inventory tasks of which they had knowledge, on a 9-point scale (from extremely low difficulty to extremely high difficulty) to obtain a relative measure of the difficulty of the rated task as compared with all other rated tasks in the inventory. Task difficulty is defined as the length of time required by an average member to learn to do the task. TD data were independently collected from 58 senior military personnel in the 611X0 AFSC stationed worldwide. Interrater reliability was .96, which statistically indicates excellent agreement among the raters. Ratings were adjusted so tasks of average difficulty have ratings of 5.00 and a standard deviation of 1.00. The resulting data provide essentially a rank-ordering of tasks indicating the degree of difficulty for each task in the inventory.

Job Difficulty Index (JDI). After the data obtained from TD raters are processed, it is possible to also compute a job difficulty index. An equation using the number of tasks performed and the average difficulty per unit time spent (ADPUTS) is the basis for calculating the JDI. The index ranges from 1.0 for very easy jobs to 25.0 for very difficult jobs. The indices are adjusted so the average JDI is 13.00. This index is used to analyze the relative variation in the difficulty of jobs within the specialty and in identifying possible utilization problems or possible causes of group dissatisfaction.

TABLE 1
MILITARY MAJCOM SURVEY REPRESENTATION

<u>COMMAND</u>	<u>PERCENT ASSIGNED</u>	<u>PERCENT SAMPLED</u>
SAC	23	26
TAC	16	15
MAC	14	15
USAFE	12	12
ATC	9	11
PACAF	7	7
AAC	3	3
AFSC	5	4
AFLC	3	3
OTHER*	<u>8</u>	<u>4</u>
TOTAL	100	100

Military:

Total assigned: 1,955
 Total eligible to be surveyed: 1,782
 Total surveyed: 1,517
 Percent of assigned surveyed: 78%
 Percent of eligible surveyed: 85%

Civilian:

Total surveys mailed: 185
 Total surveys returned: 105
 Percent of mailed, returned: 57%

* Other includes AFESC, AFCC, AFA, and AFSPACECOM

TABLE 2
MILITARY PAYGRADE REPRESENTATION
OF SURVEY SAMPLE

<u>PAYGRADE</u>	<u>PERCENT OF ASSIGNED</u>	<u>PERCENT OF SAMPLE</u>
E-2, E-3	34	31
E-4	21	23
E-5	26	24
E-6	12	12
E-7	5	5
E-8, E-9	<u>2</u>	<u>1</u>
TOTAL	100	96*

* Does not add up to 100 percent due to rounding

SPECIALTY JOBS (Career Ladder Structure)

The structure of the Services career ladder was determined on the basis of similarity of tasks performed by AFSC 611X0 and related civilian series respondents. Each person in the study performs a subset of tasks. When matched with other people who perform the same or similar tasks, they group together to form a job type. Job types which have a high degree of similarity are grouped into a cluster. Since a cluster may consist of any number of job types, a description of a cluster would generally describe all those job types within. Specialized jobs too dissimilar to fit within a cluster are called independent job types. In this section, specialty jobs will be fully explained in terms of task performance and demographics of its population.

Determining the job structure of this specialty was made difficult by the diverse nature of the jobs. Most Air Force specialties have a strong common thread which binds them into a cohesive career ladder; however, viewing the structure of the Services career ladder is very much like viewing several different AFSCs. Figure 1 is a pie chart representation of the clusters and independent job types found to exist in the career ladder structure. The names of these groups display their diversity. Dormitory managers are obviously not very similar to Mortuary Affairs and both groups have no overlap with clothing issue duties, yet all are Services specialty jobs.

It is important to remember this is a joint survey containing both military and civilian members. While the two populations will be discussed separately in future sections, they are combined for the purpose of specialty job description. This is due to the fact that jobs are formed in terms of task performance rather than demographics. There are, however, only two groups which contain civilian members. They are the Billeting Operations cluster and the Dormitory Management Independent Job Type.

Task performance is a major area of analysis when comparing military and civilian members. The goal is to determine differences in task performance among members from both groups who are identified as performing the same overall job. As discussed in the Specialty Job section of this report, the military and civilian mix in terms of task performance was excellent. In other words, personnel from both groups were utilizing the same tasks in the performance of their jobs.

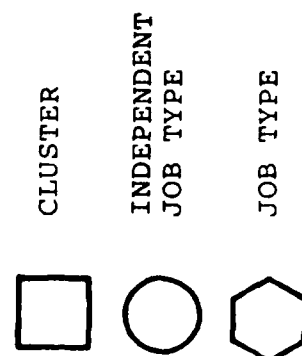
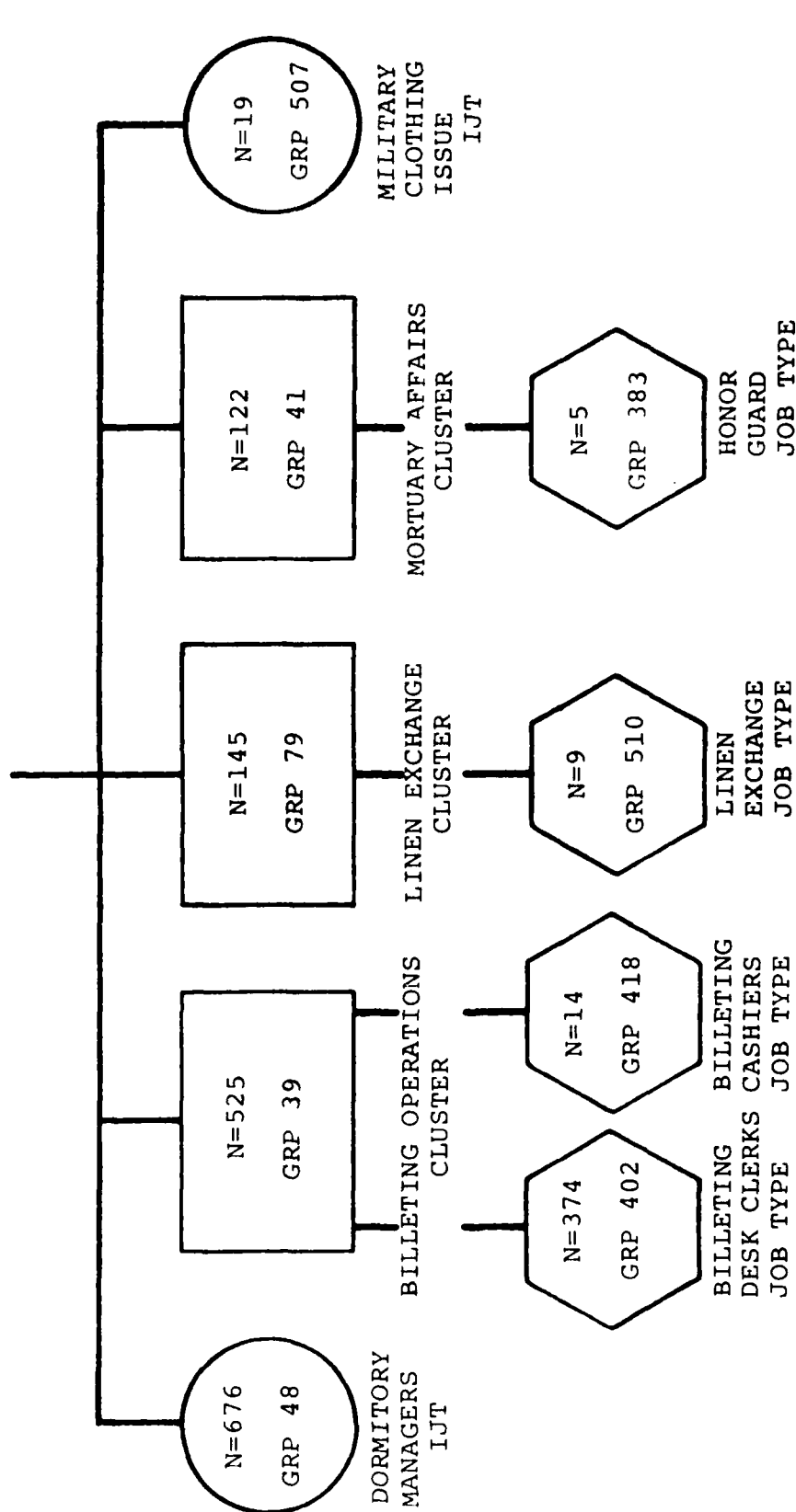
The following specialty job groups have been identified and will be discussed in the order displayed. NOTE: (GRP) identifies a group number and is provided as a reference to computer printed information; (N) is the total number of personnel in each group.

- I. DORMITORY MANAGERS (INDEPENDENT JOB TYPE) (GRP048, N=676)
- II. BILLETING OPERATIONS (CLUSTER) (GRP039, N=525)

FIGURE 1

AFSC 611X0 AND RELATED CIVILIAN SERIES
CLUSTERING DIAGRAM

TOTAL SAMPLE
N=1,622



- A. Billeting Desk Clerks (GRP402, N=374)
- B. Billeting Cashiers (GRP418, N=14)
- III. LINEN EXCHANGE (CLUSTER) (GRP079, N=145)
 - A. Linen Exchange Managers (Job Type) (GRP510, N=09)
- IV. MORTUARY AFFAIRS (CLUSTER) (GRP041, N=122)
 - A. Honor Guard (GRP383, N=5)
- V. MILITARY CLOTHING ISSUE (INDEPENDENT JOB TYPE) (GRP507, N=19)

Specialty Job Descriptions

DORMITORY MANAGERS: This is the largest group identified in the survey, consisting of 676 people, nearly 42 percent of the total survey sample. All but 13 members are military, their average paygrade is E-5, and average Total Active Federal Military Service (TAFMS) is 117 months.

Civilian personnel were found performing the same jobs, utilizing the same tasks as their military counterparts. The name they used to best describe their position is the same (Dormitory Managers). The median civilian paygrade is GS-05. Six of the 13 members are in Occupational Series (OS) 1101, General Business and Industry; five are in OS-0303, Miscellaneous Clerk/Assistant; and two are in OS-0301, Miscellaneous Administration/Programs.

Personnel in this group are assigned to base dormitory buildings as their work location, and they usually are supervised by the Base Billeting Manager. Their primary duties are in the areas of planning and organizing, performing dormitory management activities, and performing general services, administrative, and supply functions. Tasks associated with these areas include:

- maintain records on the location of furniture or equipment
- maintain literature, such as base maps, bus schedules, or entertainment brochures
- verify authorized items of linen exchange
- notify QAE of contract equipment requiring maintenance or repair
- control and distribute expendable supplies
- bag or bundle laundry items
- make inventory files
- annotate out-processing form letters
- plan for disposition of equipment or property
- conduct security meetings
- establish and maintain locator board for dormitory occupants

A total of 50 percent of their total job time is spent on 77 tasks which are related closely to those listed above. From the task list alone, we start to see a picture of what this job is all about. A dormitory has furniture assigned to specific building locations. This furniture must be repaired when damaged, monitored for theft or abuse, and controlled for proper location. Records must be maintained which contain various pieces of information, such as individual room assignments, equipment function and location data, and general building maintenance items. If something breaks, the appropriate repair or replacement agency must be notified. Supply items must be stocked, stored, monitored, controlled, and dispensed as necessary. In general, the dormitory must be controlled and maintained. It is the Dormitory Manager who performs these functions.

BILLETING OPERATIONS: Here we have the second largest group in the survey. There are 525 total members which consume 32 percent of the total survey sample. The average paygrade is E-3, and average TAFMS equals 36 months. There are 442 military and 89 civilians in this specialty job. The average civilian pay plan is GS-03, and most civilian members are either in series 0303 - Miscellaneous Clerk/Assistant or 1101 - General Business and Industry.

The civilian-military group mix is excellent. That is, military and civilian members are performing essentially the same functions with no discernible differences. Due to this mix, it is possible to discuss the group as a unit without further discussion of military-civilian differences.

There are two job types associated with Billeting operations. They are Billeting Desk Clerks, and Billeting Cashiers. Members from both groups share the primary function of making sure base operations run smoothly. Personnel in this group perform tasks such as taking calls for reservations, assigning rooms, determining room eligibility (officers for vacant Officers Quarters and enlisted members for Airman Quarters, etc.), and controlling room keys. They also handle complaints from billeted personnel.

There are other functions unique to this job aside from those expected as routine. For instance, group members welcome temporary duty (TDY), permanent change of station (PCS), and leave status personnel to the base billeting facility and are often the first contact personnel have with the installation. For this reason, billeting offices often dispense brochures, maps, bus schedules, and other documents that might be helpful to people unfamiliar with the installation. For personnel who may have forgotten certain personal items, billeting offices often sell combs, shaving cream, toothbrushes, and other necessities. They may also sell foods and beverages.

These activities require the handling and accounting of sums of money and personal checks, as well as inventory and restock of items sold. Personnel may be required to handle complaints on billeting services, provide wakeup service, and coordinate for off-base and contract facilities for personnel when quarters are not available.

Senior billeting members may inspect billeting quarters to ensure house cleaning personnel are performing their functions properly. They will often conduct spot-inventory checks of salable items and cash register accounting.

Along with duties such as these, they perform the normal supervisory functions, such as approving leaves, keeping timecards, and assigning personnel to duty positions.

Typical tasks performed by billeting group members include:

- issue initial funds to cashier
- verify daily summaries of cash receipts
- collect dishonored checks
- maintain guest housing registers
- place cash into cash registers
- inventory beverages and sundry items at billeting desk
- withdraw cash from cash registers
- operate base intro service after normal duty hours
- maintain display or storage for keys
- prepare customer receipts

LINEN EXCHANGE: Personnel in this cluster are all military members. Total group membership is 145 people (9 percent of the total survey sample). Their average paygrade is E-4, average TAFMS is 55 months, and 58 percent hold a 5-skill level.

The primary function of Linen Exchange group members (the only job type) is the operation of base linen exchange activities. This is not simply the receiving and dispensing of linen exchange items, but also involves maintenance of supply accounts and preparation and approval of linen exchange-related contracts.

The largest amount of duty time for subordinate group members is spent on tasks such as folding, storing, and issuing linen items. Personnel sort items for either dry-cleaning or laundry, inspect material for serviceability, and when necessary, dispense with unusable or unserviceable items.

Accountability is also an important part of this job. Missing items must be accounted for, improper use needs to be reported to the appropriate authority, and contract services are monitored to ensure contracted guidelines are maintained. When necessary, contracts are renegotiated, terminated, or awarded based on the advisement of linen exchange personnel.

Typical tasks performed by members of this group include:

- fold linen items
- determine organization usage rates
- issue linen items
- issue unserviceable linens to other base organizations
- sort items for dry cleaning or laundry
- exchange linen with laundry contractors
- exchange linen with dry cleaning contractors
- transport linen item

- establish bulk linen exchange schedules
- evaluate quality of dry cleaning services
- weigh linen items
- evaluate quality of laundry services

MORTUARY AFFAIRS: This specialty job contains 122 people (8 percent of the total survey sample) who hold an average paygrade of E-6, have an average of 145 months TAFMS, and 61 percent are at the 7-skill level. This group has by far the highest job difficulty index (21). (For a complete discussion of JDI, refer to Task Factor Administration section).

This is basically a management- and administrative-related activity. Personnel are mostly responsible for maintaining various forms and documents; but, this is no easy job, and the forms and documents maintained must be done perfectly. Documents include death certificates, disposition of personal property, and cemetery registers.

Personnel perform many other tasks associated with protocol, such as coordinating fly-overs when appropriate; finances, including request for payment of dependent transportation expenses; and Honor Guard duties. Honor guard duties are normally supervised and funded through the Mortuary Affairs Office. Further, most Mortuary Affairs personnel participate in honor guard activities.

The Honor Guard Job Type is the smallest group in the survey with 5 members, which equals less than 1 percent of the total survey sample. Honor guard duties include wear of special uniform items, handling of M-16 and M-1 rifles, and performing in parades and ceremonies, as well as other special activities. All personnel in this group hold the Services AFSC and fall under Mortuary Affairs duty sections; however, volunteers from other agencies often participate in honor guards as an additional duty. Mortuary Affairs then takes on the task of training these volunteer members to perform the appropriate actions.

Typical tasks performed by Mortuary Affairs and Honor Guard personnel include:

- prepare reports on status of remains
- prepare requests for arrangement of transportation
 - of relatives to burials
- maintain honor guard uniforms or equipment
- arrange for shipment of cremated remains
- coordinate fly-over details
- select honor guard members
- make entries on VA Forms 6949 (Agreement for Burial)
- plan military funerals
- direct military honors ceremonies
- plan or organize local civic functions, such as color guards or parades

MILITARY CLOTHING ISSUE: There are 19 members in this group (1 percent of the total survey sample). Their average paygrade is E-3, average TAFMS is 32 months, and 58 percent hold a 5-skill level. One outstanding statistic of this group is that 95 percent (18 of the 19 total group members) are in their first enlistment. Thus, this is the most junior group in the survey.

Military Clothing Issue people are stationed at Lackland AFB, Texas. Their primary job is to determine correct size and fit of military clothing items for new recruits at the Basic Military Training School (BMTS). This includes the full line of military issue from combat boots to headgear. In many ways it is similar to a supply job with stock to be inventoried and maintained on a constant basis. In other ways, it is administrative, as there are control forms to be maintained when clothing is dispensed to an individual, or if certain required clothing issue items are not available in the appropriate size or are not in stock, paperwork must be completed which entitles the recruit to receive the item or items at a later date.

Typical tasks performed by members of this group include:

- determine supplies requirements
- direct clothing issue functions
- conduct clothing issue briefings
- establish storage rotation cycles
- reconcile inventories
- issue supplies and equipment
- inventory supply or equipment items
- distribute and check fit of footwear
- distribute and check fit of headgear
- issue insignia, chevron, or brass
- fit trousers or slacks
- fit skirts
- fit blouses

Specialty Job Training Issues

After reading this section, the diversity originally discussed at the onset should be quite apparent. There is little overlap, if any, among the specialty jobs described. Yet, the original reason for conducting this survey was to help determine training requirements. The specialty job section is a perfect location to begin looking at this critical issue.

First-enlistment (1-48 months TAFMS) personnel are the target group for training. It is to this level of job performance that an in-residence technical training course is expected to teach. So, a sensible approach to determining training requirements would be to consider first-term group membership. If findings indicated all first-enlistment personnel were in Mortuary Affairs, or any one of the single specialty jobs discussed in this section, then training would be most appropriate in that area. In order to determine this, Table 3 is provided. This table has a great deal of background information on each of the jobs, such as size, skill level distri-

TABLE 3
SELECTED BACKGROUND DATA FOR SPECIALTY GROUPS

	DORMITORY MANAGERS IJT	BILLETING OPERATIONS CLUSTER	LINEN EXCHANGE CLUSTER	MORTUARY AFFAIRS CLUSTER	MILITARY CLOTHING ISSUE IJT
NUMBER IN GROUP					
MILITARY	663	436	145	122	19
CIVILIAN	13	89	0	0	0
TOTAL	676	525	145	122	19
PERCENT OF SAMPLE	42%	32%	9%	8%	1%
PERCENT CONUS	66%	85%	80%	71%	95%
DAFSC DISTRIBUTION**					
61130	11%	39%	34%	5%	37%
61150	54%	40%	61%	33%	58%
61170	31%	3%	5%	61%	5%
61190	2%	0	0	2%	0
AVERAGE MILITARY PAYGRADE	E-5	E-3	E-4	E-6	E-3
AVERAGE MILITARY TICF (MOS)	56	35	38	71	25
PERCENT IN FIRST ENLISTMENT	25%	67%	62%	11%	90%
AVERAGE NUMBER TASKS PERFORMED	103	50	64	119	30
JOB DIFFICULTY INDEX (JDI)	15	10	12	21	9
AVERAGE NUMBER PERSONS SUPERVISED (PERCENT RESPONDING)					
1 TO 4	28	7	32	40	37
5 TO 8	11	2	1	4	0
9 TO 12	5	*	0	1	0

* Less than 1 percent

** May not equal 100% due to rounding or negative response

bution, and other pertinent data. This table also shows the percent of personnel in each group in their first enlistment. The Figure 2 pie chart gives a pictorial representation of first-enlistment group membership.

The first noticeable item is that all groups have first-enlistment members; the second is that Linen Exchange, Billeting Operations, and Military Clothing Issue all have significantly large enough percentages of first-enlistment personnel (if 30 percent, or nearly one-third of the population of a group is to be considered significant) to justify training; and that third, Billeting Operations, and Military Clothing Issue have 60 percent or more of all group members in their first enlistment.

Perhaps the best question is how can training be effectively performed on such a diverse AFSC. Do we train members to be Military Clothing Issue Specialists (the group with the largest percentage of first-enlistment personnel) and then face the possibility they may be assigned to a Billeting Operations job and never perform clothing issue tasks, or do we train all members to do all jobs, which would seem to be a tremendous waste of training time and not very cost effective. The possibility certainly exists that there is no cost effective, timely way to train such a diverse Air Force specialty in an in-residence environment. In any event, this OSR and the accompanying extracts, which are also available to decision makers, should provide all the necessary data for making such a decision.

FURTHER ANALYSIS OF AFSC 611X0

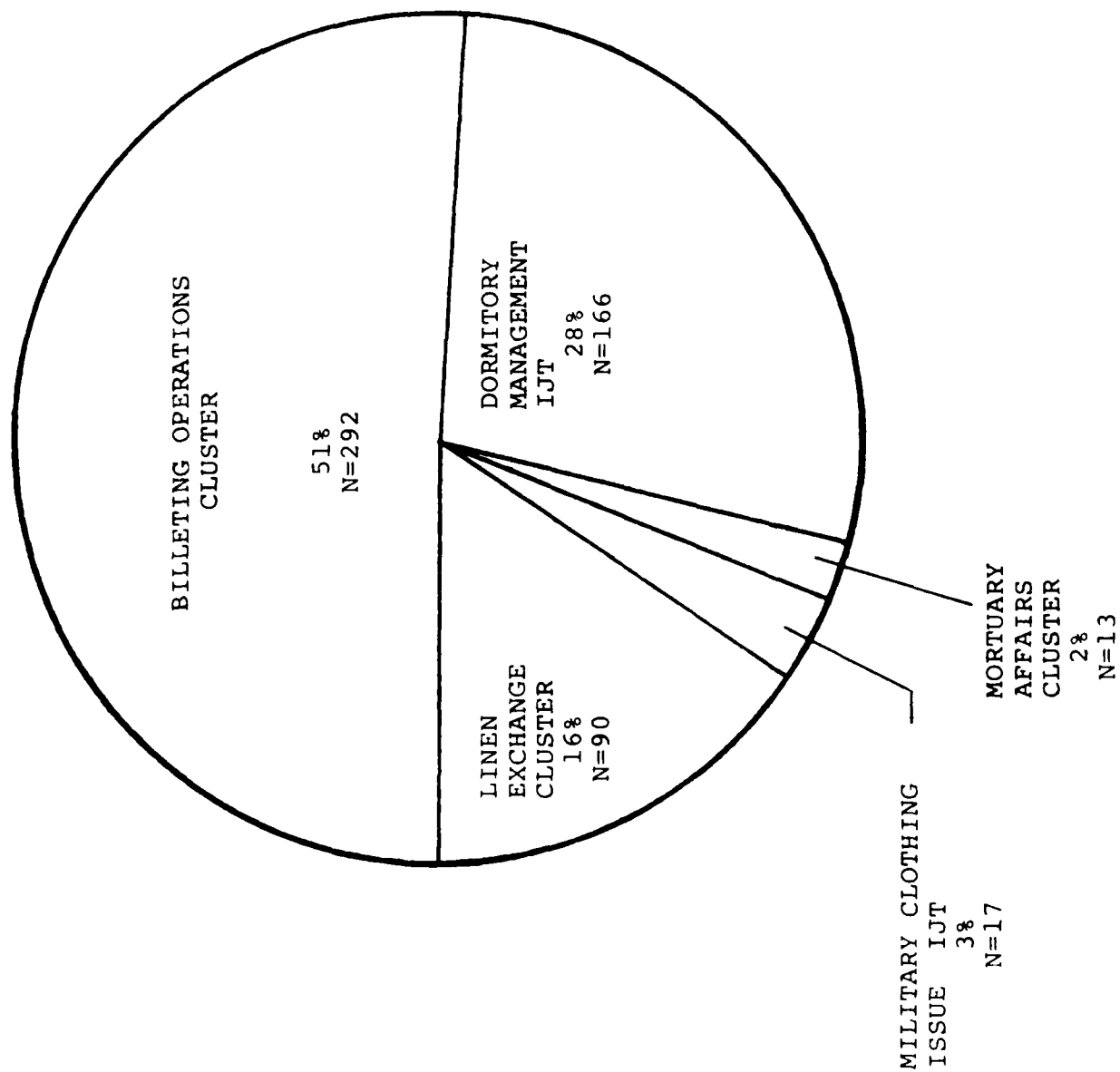
An occupational survey report provides data in many areas. In this section, skill level differences, an analysis of AFR 39-1 specialty descriptions for those skill levels and CONUS/Overseas differences will all be discussed and, when necessary, supported by various tables. Job satisfaction data will also be displayed and discussed in this section.

Skill Level Descriptions

Skill level descriptions are analyzed to help determine career ladder progression trends. In other words, one would expect a member at the 3-skill level to be performing primarily apprentice level technical tasks. A 5-skill level member should be performing technical tasks as well as some supervisory functions. Those personnel at the 7- and 9-skill level should be mostly, if not entirely performing supervisory, management, and inspection tasks. If the skill level does not match the performance level, such as where a 3-skill level member is performing supervisory duties, this may indicate a problem in the career ladder structure.

Skill level descriptions are also used in conjunction with specialty job data to analyze the AFR 39-1 specialty job descriptions. The AFR 39-1 analysis can be found immediately following this skill level discussion.

FIGURE 2
FIRST-ENLISTMENT MEMBERSHIP
BY CLUSTERS AND INDEPENDENT JOB TYPES



DAFSC 61130. The Billeting Operations job has the largest first-enlistment group in the survey (70 percent). Thirty percent of the members in this group are at the 3-skill level, making that specialty job the driving force behind the combined 3-skill survey sample. Due to the overwhelming percentage of 3-skill level workers in the billeting operations job area, a review of the top tasks (by percent members performing) for apprentice personnel would be skewed toward that job.

A better approach is to compare 3-skill level task usage across the 4 major jobs where they are predominantly found (Mortuary Affairs is basically 5-skill level and higher). Table 4 displays typical tasks performed by Services 3-skill level workers across 4 functional specialty jobs. Once again, the AFSC's extreme diversity is evident. As displayed in Table 4, 3-skill workers from 1 specialty job perform tasks which are unique to that job. In other words, there is very little task overlap between jobs.

AFSC 61150: This is the largest skill level group (782 members as opposed to 361 at the 3-skill level, 338 at the 7-skill level, and 18 at the 9-skill level) in the survey. They perform a mixture of both technical and supervisory tasks, though more the former than the latter (both technical and supervisory tasks can be found in Table 5). The 5-skill level worker may be found dispensing room keys and linen supply items, but they also advise first sergeants and commanders on problem areas and instruct personnel on proper use of equipment. Again, it would seem safe to say that, overall, the job is still primarily worker level-oriented, but at least some supervisory responsibilities have been assumed. The diversity discussed in the previous paragraph (DAFSC 61130) continues through the 5-skill level with little overlap of task performance between jobs.

DAFSC 61170/90: Here we see some clear differences in task performance from the previous skill level groups (Tables 6 and 7). The 7/9-skill level members appear to be performing almost entirely supervisory, management, and inspection tasks. They are planning, coordinating and scheduling leaves, passes, and briefings, and performing other duties and responsibilities expected at this level. The two skill levels were combined here as there appear to be no real differences between them, as displayed by the referenced tables.

AFR 39-1 Specialty Description

After analyzing specialty job and skill level survey data, it is possible to take this information and use it to analyze the AFR 39-1 specialty descriptions for career ladder members at the various skill levels. Specialty job descriptions for this AFSC are dated 15 September 1985.

A few discrepancies were found within the cited documents based on the analysis performed on skill level data. These specialty descriptions should contain information on the full scope of jobs which could be performed at the various skill levels. A review of the descriptions revealed no mention of the Military Clothing Issue area of the AFSC. Apart from one statement, "arrangements for military honors" in paragraph "C" for the 1-, 3-, and 5-skill level member, there is no mention of honor guard duties.

TABLE 4

SPECIALTY JOB TASK DIFFERENCES AT THE 3-SKILL LEVEL

TASK	DORMITORY MANAGEMENT	PERCENT MEMBERS PERFORMING		CLOTHING ISSUE
		LINEN EXCHANGE	BILLETING OPERATIONS	
INVENTORY QUARTERS	70	2	17	0
INVENTORY FURNITURE	69	8	9	0
ISSUE SUPPLIES OR EQUIPMENT	58	0	9	0
ESTABLISH OR MAINTAIN LOCATOR BOARD FOR DORM OCCUPANTS	51	0	0	0
ASSIGN DETAIL PERSONNEL TO MAINTAIN DORM GROUNDS AND PARKING AREAS	48	0	0	0
EXCHANGE LINEN WITH AUTHORIZED CUSTOMERS	14	94	0	0
SORT ITEMS FOR DRYCLEANING OR LAUNDRY	1	88	1	0
EXCHANGE LINEN WITH DRYCLEANING CONTRACTORS	0	86	0	0
RECEIVE ORGANIZATIONAL CLOTHING, SUCH AS PARKAS OR FLIGHT SUITS, FOR CLEANING	3	80	1	0
EXCHANGE LINEN WITH LAUNDRY CONTRACTORS	1	78	2	0
COUNT CASH	8	0	93	0
APPROVE PERSONAL CHECKS FOR ROOM CHARGES	10	0	82	0
PREPARE CUSTOMER RECEIPTS	8	0	74	0
PROVIDE VOQ AND VAQ WAKE-UP SERVICE	3	0	68	0
STOCK SUNDRY ITEMS	8	0	66	0
INFORM HOUSEKEEPING PERSONNEL OF CHECKOUTS	6	0	62	0
CONDUCT CLOTHING ISSUE BRIEFINGS	0	0	0	100
INVENTORY STOCKS OF CLOTHING ITEMS	0	0	0	100
DISTRIBUTE AND CHECK FIT OF HEADGEAR	0	0	0	100
FIT TROUSERS OR SLACKS	0	0	0	71
MARK ALTERATIONS	0	0	0	57

TABLE 5
EXAMPLES OF TASKS PERFORMED
BY AFSC 61150 PERSONNEL

TASKS	PERCENT MEMBERS PERFORMING
ISSUE ROOM KEYS	64
MAKE ENTRIES ON AF FORMS 1297 (TEMPORARY ISSUE RECEIPT)	54
ISSUE LINEN ITEMS	52
INITIATE VERBAL REQUESTS FOR EMERGENCY OR URGENT WORK SERVICE TO THE BCE SERVICE CALL FUNCTIONS	49
MAINTAIN DISPLAY OR STORAGE FOR KEYS	47
DELIVER MESSAGES TO ASSIGNED OCCUPANTS OR GUESTS	47
PARTICIPATE IN MEETINGS, SUCH AS STAFF MEETINGS, BRIEFINGS, CONFERENCES, OR WORKSHOPS	45
MAINTAIN DAILY OCCUPANCY RECORDS	43
DETERMINE SUPPLIES REQUIREMENTS	43
MAINTAIN STATUS BOARDS, CHARTS, OR GRAPHS	42
FOLLOW UP WITH BCE TO DETERMINE STATUS OF WORK ORDERS	42
SEND AF FORMS 1135 TO BCE FOR WORK NOT IDENTIFIED DURING PT OR SMART INSPECTIONS	41
ASSIGN UNACCOMPANIED OR TRANSIENT QUARTERS	41
POST SIGNS OR POSTERS	41
DEVELOP WORK METHODS OR PROCEDURES	41
MAKE ENTRIES ON AF FORMS 332 (BCE WORK REQUEST)	39
MAKE ENTRIES ON AF FORMS 1135 (BCE REAL PROPERTY MAINTENANCE REQUEST)	39
INVENTORY FURNITURE	38
INVENTORY OR COUNT LINEN EXCHANGE ITEMS	37
ADVISE FIRST SERGEANT AND SQUADRON COMMANDER OF PROBLEM AREAS	36
MAINTAIN FACILITY MAINTENANCE LOGS	35
IDENTIFY AND REMOVE WORN OR TORN LINENS FROM INVENTORY	34
INVENTORY QUARTERS	34
MAINTAIN INVENTORY FILES	33
MAKE ENTRIES ON AF FORMS 228 (FURNISHINGS CUSTODY RECEIPT AND CONDITION REPORT)	33
ISSUE SUPPLIES AND EQUIPMENT	33
INSTRUCT PERSONNEL ON PROPER USE OF EQUIPMENT	32
REPORT TO BCE CUSTOMER SERVICE UNIT (CSU) WORK REQUIREMENTS RELATED TO BUILDINGS AND INSTALLED EQUIPMENT	30
PERFORM OPERATIONAL CHECKS OF PANIC HARDWARE, SUCH AS FIRE EXTINGUISHERS OR EMERGENCY LIGHTS	30
DETERMINE SPACE AUTHORIZED	30

TABLE 6
EXAMPLES OF TASKS PERFORMED
BY AFSC 61170 PERSONNEL

TASKS	PERCENT MEMBERS PERFORMING
PARTICIPATE IN MEETINGS, SUCH AS STAFF MEETINGS, BRIEFINGS, CONFERENCES, OR WORKSHOPS	75
INITIATE VERBAL REQUESTS FOR EMERGENCY OR URGENT WORK SERVICE TO THE BCE SERVICE CALL FUNCTIONS	64
DEVELOP WORK METHODS OR PROCEDURES	62
DEVELOP SELF-INSPECTION PROGRAMS	58
MAKE ENTRIES ON AF FORMS 332 (BCE WORK REQUEST)	58
DETERMINE SUPPLIES REQUIREMENTS	57
SEND AF FORMS 1135 TO BCE FOR WORK NOT IDENTIFIED DURING PT OR SMART INSPECTIONS	54
ESTABLISH WORK PRIORITIES	53
MAKE ENTRIES ON AF FORMS 1135 (BCE REAL PROPERTY MAINTENANCE REQUEST)	52
INSPECT PERSONNEL FOR COMPLIANCE WITH MILITARY STANDARDS	52
INTERPRET POLICIES OR DIRECTIVES FOR SUBORDINATES	52
MAKE ENTRIES ON AF FORMS 1297 (TEMPORARY ISSUE RECEIPT)	51
MAINTAIN STATUS BOARDS, CHARTS, OR GRAPHS	51
BRIEF PERSONNEL ON STANDARDS OF CONDUCT	51
PREPARE AIRMAN PERFORMANCE REPORTS (APR)	50
ESTABLISH INSPECTION PROCEDURES	50
FOLLOW UP WITH BCE TO DETERMINE STATUS OF WORK ORDERS	49
ISSUE ROOM KEYS	48
COUNSEL SUBORDINATES ON PERSONAL OR MILITARY-RELATED MATTERS	48
ORIENT NEWLY ASSIGNED PERSONNEL	48
MAKE ENTRIES ON AF FORMS 9 (REQUEST FOR PURCHASE)	47
PREPARE OPERATING INSTRUCTIONS (OI) OR STANDING OPERATING PROCEDURES (SOP)	46
PLAN OR PREPARE BRIEFINGS	46
INVENTORY FURNITURE	44
ADVISE FIRST SERGEANT AND SQUADRON COMMANDER OF PROBLEM AREAS	44
SCHEDULE LEAVES OR PASSES	44
COORDINATE OBTAINING PARTS OR MATERIALS WITH BASE SUPPLY	43
ASSIGN PERSONNEL TO DUTY POSITIONS	43
DETERMINE EQUIPMENT OR MAINTENANCE REQUIREMENTS	43
SCHEDULE DUTY HOURS	42

TABLE 7
EXAMPLES OF TASKS PERFORMED
BY AFSC 61190 PERSONNEL

TASKS	PERCENT MEMBERS PERFORMING
PARTICIPATE IN MEETINGS, SUCH AS STAFF MEETINGS, BRIEFINGS, CONFERENCES, OR WORKSHOPS	94
DEVELOP WORK METHODS OR PROCEDURES	83
PLAN OR PREPARE BRIEFINGS	83
REVIEW DRAFTS OF REGULATIONS, MANUALS, OR OTHER DIRECTIVES	83
EDIT OR REVIEW OFFICIAL CORRESPONDENCE OR MESSAGES	72
ASSIGN PERSONNEL TO DUTY POSITIONS	72
ESTABLISH INSPECTION PROCEDURES	72
DEVELOP SELF-INSPECTION PROGRAMS	67
PREPARE OPERATING INSTRUCTIONS (OI) OR STANDING OPERATING PROCEDURES (SOP)	67
PLAN FOR RECEPTION OF GROUPS, SUCH AS INSPECTOR GENERAL (IG) OR STAFF ASSISTANCE VISITS	67
REVIEW JUSTIFICATIONS FOR MODIFICATIONS TO OR RENEWALS OF CONTRACTS	67
DRAFT SUPPLEMENTS OR CHANGES TO GOVERNING DIRECTIVES	67
DETERMINE PERSONNEL REQUIREMENTS	67
ESTABLISH CONTROLS AGAINST PILFERAGE OR MISAPPROPRIATION	67
DETERMINE SUPPLIES REQUIREMENTS	61
INTERPRET POLICIES OR DIRECTIVES FOR SUBORDINATES	61
SUPERVISE MILITARY PERSONNEL IN AFSCs OTHER THAN 611X0	61
SERVE ON PROMOTION OR AWARDS BOARDS	61
PREPARE AIRMAN PERFORMANCE REPORTS (APR)	61
INSPECT PERSONNEL FOR COMPLIANCE WITH MILITARY STANDARDS	61
WRITE RECOMMENDATIONS FOR AWARDS OR DECORATIONS	61
PLAN LAYOUT FACILITIES	61
OUNSEL SUBORDINATES ON JOB PROGRESSION OR CAREER DEVELOPMENT	61
REVIEW AUDIT OR INSPECTION REPORTS	61
PREPARE JOB DESCRIPTIONS	61
EVALUATE BUDGET OR FINANCIAL REQUIREMENTS	56
WRITE CORRESPONDENCE, REPORTS, OR MESSAGES	56
REVIEW AND EDIT RECOMMENDATIONS FOR AWARDS OR DECORATIONS	56
ESTABLISH WORK PRIORITIES	56

Survey data are available to assist decision makers in revising or rewriting these documents.

Major Command Differences

OSR data often show differences across major commands (MAJCOM). These differences are important in displaying special needs in such areas as training or perhaps in showing the need for special duty identifiers (SDI). Since members of this career ladder are utilized by every MAJCOM, they seem like an excellent target for this sort of analysis. Yet after carefully reviewing the data, few differences were found.

Linen exchange, Billeting Operations, and nearly all of the other duty areas found within the career ladder are fairly homogeneous within themselves and throughout the commands. In other words, a billeting desk clerk in MAC will perform about the same tasks as those in TAC or SAC or any of the other commands. One difference was noted. Personnel who perform military clothing issue functions do so only at Lackland AFB Texas as members of ATC. A complete description of this specialty job is provided in the SPECIALTY JOB section of this report.

TRAINING ANALYSIS

Subject-matter specialists (SMS) from the Services career ladder were asked to perform a matching of inventory tasks to appropriate paragraphs and subparagraphs of the current STS. Task performance, task knowledge, and subject knowledge performance levels were analyzed against occupational survey data in terms of percent members performing (PMP) and task difficulty (TD) ratings. The results of this matching provide the basic document used in the analysis of the STS.

It is important to remember the following information before reading this section. ATC supplement 1 to AFR 8-13 dated 22 January 1985 states in paragraph 3(4), "Include those tasks (in the STS) or knowledge items performed or required by 20 percent or more of the personnel in the AFS." Thus, where 20 percent or more members are performing a task, this task should have been matched to an element of the STS to be trained through OJT. Tasks with less than 20 PMP may be included with appropriate rationale. High TD may be used to support training decisions. (For a complete discussion of TD please refer to the Task Factor Administration section of this report. TD is adjusted to a mean of 5.00, with a standard deviation of 1.00.)

Specialty Training Standard

The current STS for the Services career ladder is dated December 1980, with changes in December 1981 and October 1982. The training product contains 169 elements, of which only 28 meet the 20 PMP criteria on matched tasks as

outlined in the aforementioned ATC supplement. On the average, TD ratings for matched tasks fall below the mean. Since there is no initial skills training for career ladder members, it is extremely important that the OJT document be of the highest quality possible. Yet, the STS seems in need of an in-depth study and rewrite by qualified 611X0 personnel.

Part of the problem lies in the diversity of the career ladder. Since there is little task overlap between jobs, there is also going to be low PMP ratings relating to those job-specific tasks. Thus, it may not be possible to reach the 20 PMP criteria and still provide adequate training to career ladder members.

After carefully analyzing the standard STS computer run, and determining the need for a different approach, the following system was devised. Each specialty job, such as Mortuary Affairs, Billeting Operations, Linen Exchange, etc., was split into 3-, 5-, and 7-skill level groups. Special computer products were then run to provide a complete task listing for each of these jobs. Data from these special products were then matched to those tasks matched to elements of the STS by career ladder SMSs. When these special STS runs are compared to the standard run, PMP figures on matched tasks in specialized job areas of the STS increase dramatically. Table 8 displays paragraph 8 (Linen Exchange) of the standard STS run matched with 3-, 5-, and 7-skill level data. Table 9 displays this same paragraph but matched with data from the Linen Exchange specialty job only.

Training Summary

The standard approach to analyzing an STS is to match first-job, first-enlistment, 5-, and 7-skill level data on tasks matched to elements of the training product. At least 20 PMP are required by regulation for those tasks to be covered by the STS. When this type of matching was performed on the Services STS, data on matched tasks for the aforementioned groups were extremely lower than the required 20 percent.

Because some of these tasks obviously should be reflected in the STS, even though few members perform them, a different approach was taken. Data from each of the specialty job clusters and independent job types versus that of the entire survey sample were matched to the STS. Using this approach, paragraphs of the STS which relate primarily to 1 specialty job were expected to have higher numbers (greater than 20 PMP) when matched with data from the related specialty job group. After this matching was completed, it became evident that this was indeed a better approach for a career ladder as diverse as Services. The fact that such an approach was necessary to reach even 20 PMP helps display the difficulty that would be involved in trying to produce an in-residence course Plan of Instruction (POI). Tasks must have at least 30 PMP throughout the career ladder to be trained. Training in residence seems neither feasible nor cost-effective.

TABLE 8

STS 611X0 MATCHED WITH TAFMS/DAFSC (TOTAL SAMPLE) GROUPS

		PERCENT MEMBERS PERFORMING					
		TASK DIFF	1ST JOB	1ST ENL	61130	61150	61170
060	8. LINEN EXCHANGE SYSTEM						
I380	ISSUE LINEN ITEMS	3.05	39.6	43.5	39.6	52.0	38.8
061	8A. RESPONSIBILITIES FOR LINEN EXCHANGE						
E256	MAINTAIN INVENTORY FILES	4.82	23.8	27.5	26.3	33.2	30.5
G349	INSPECT INCOMING STOCK OR PROPERTY FOR IDENTITY, QUANTITY, OR CONDITION	4.49	19.7	21.4	21.6	22.9	24.6
E254	MAINTAIN HAND RECEIPTS OR ACCOUNTABLE RECORDS ON LINEN EXCHANGE ITEMS	4.37	18.9	21.1	21.1	28.9	25.7
0571	BAG OR BUNDLE LAUNDRY ITEMS	3.11	14.5	15.2	16.1	16.5	7.1
A8	DETERMINE EQUIPMENT OR MAINTENANCE REQUIREMENTS	5.70	11.1	13.7	12.5	24.8	42.9
A68	SCHEDULE INVENTORIES	4.38	7.5	12.1	9.7	24.0	36.1
B95	DIRECT LINEN EXCHANGE ACTIVITIES	5.37	10.4	12.1	11.4	18.8	20.4
0585	EXCHANGE LINEN WITH LAUNDRY CONTRACTORS	3.76	12.2	11.7	12.5	10.0	4.1
0606	SORT ITEMS FOR DRY CLEANING OR LAUNDRY	3.61	11.7	11.7	13.3	11.8	4.4
0602	RECEIVE ORGANIZATIONAL CLOTHING, SUCH AS PARKAS OR FLIGHT SUITS, FOR CLEANING	3.78	10.9	11.3	12.5	10.4	3.3
0584	EXCHANGE LINEN WITH DRY CLEANING CONTRACTORS	3.60	10.9	10.8	12.7	8.4	3.0
0581	EVALUATE QUALITY OF LAUNDRY SERVICES	4.54	9.8	9.8	10.5	11.1	7.4
F325	MAKE ENTRIES ON AF FORMS 2005 (ISSUE/ TURN IN REQUEST)	4.36	5.7	9.5	6.9	19.1	34.0
K443	MAKE ENTRIES ON DD FORMS 1131 (CASH COLLECTION VOUCHER)	4.21	7.8	9.2	10.5	84.	10.9
E274	MAKE ENTRIES ON AF FORMS 2009-1 (MANUAL SUPPLY ACCOUNTING RECORD)	4.49	7.5	9.0	8.6	12.1	11.8
0580	EVALUATE QUALITY OF DRY CLEANING SERVICES	4.52	8.8	9.0	9.4	10.1	5.3
0572	COMPUTE OR RECONCILE COSTS OF LAUNDRY OR DRY CLEANING WITH CONTRACTORS	5.16	6.5	6.6	6.9	7.5	4.4
0604	REVIEW LAUNDRY OR DRY CLEANING CONTRACTS	5.20	6.2	6.4	7.8	7.9	6.8
0605	REVIEW LINEN EXCHANGE RATES	4.67	6.0	6.1	6.9	9.0	5.3
0601	PREPARE REQUISITIONS FOR LINEN EXCHANGE ITEMS	4.63	2.3	3.8	3.3	6.6	3.8
0590	MAINTAIN LISTINGS OF QAES (QUALITY ASSURANCE EVALUATORS)	4.01	2.3	3.3	3.6	5.0	3.0

TABLE 8 (CONTINUED)

STS 611X0 MATCHED WITH TAFMS/DAFSC (TOTAL SAMPLE) GROUPS

		PERCENT MEMBERS PERFORMING					
		<u>TASK</u> <u>DIFF</u>	<u>1ST</u> <u>JOB</u>	<u>1ST</u> <u>ENL</u>	<u>61130</u>	<u>61150</u>	<u>61170</u>
C164	EVALUATE REQUISITIONS OR PURCHASE ORDERS	5.39	1.3	3.2	3.0	6.3	23.4
0583	EXCHANGE LINEN WITH BASE INDUSTRIAL LAUNDRY	3.60	3.4	3.0	3.0	3.7	2.1
0609	WEIGH LINEN ITEMS	3.46	2.3	2.9	2.5	3.6	1.2
0600	PREPARE REQUESTS FOR SUPPLEMENTAL FUNDS FOR LINEN EXCHANGE OPERATIONS, SUCH AS REPLACEMENTS	4.94	1.6	2.5	1.7	4.9	2.4
E295	PREPARE SECTION DUTY ROSTERS	4.18	1.3	2.3	2.5	7.7	15.4
0573	COMPUTE OR RECONCILE COSTS OF LAUNDRY OR DRY CLEANING WITH BASE INDUSTRIAL LAUNDRY	5.03	1.8	1.9	2.2	2.7	2.4
0579	ESTABLISH PICKUP OR DELIVERY DATES WITH BASE INDUSTRIAL LAUNDRY	4.13	1.3	1.6	2.2	2.8	1.8
0587	ISSUE LINEN SWATCH SAMPLES	3.55	.0	.7	.3	2.2	.6

TABLE 9

STS 611X0 MATCHED WITH LINEN EXCHANGE GROUPS

		<u>TASK DIFF</u>	<u>61130</u>	<u>61150</u>	<u>61170</u>
061	8A. RESPONSIBILITIES FOR LINEN EXCHANGE				
0571	BAG OR BUNDLE LAUNDRY ITEMS	3.11	71.4	85.4	85.7
0606	SORT ITEMS FOR DRY CLEANING OR LAUNDRY	3.61	87.8	79.8	71.4
0602	RECEIVE ORGANIZATIONAL CLOTHING, SUCH AS PARKAS OR FLIGHT SUITS, FOR CLEANING	3.78	79.6	75.3	71.4
0580	EVALUATE QUALITY OF DRY CLEANING SERVICES	4.52	65.3	71.9	100.0
0581	EVALUATE QUALITY OF LAUNDRY SERVICES	4.54	67.3	71.9	100.0
B95	DIRECT LINEN EXCHANGE ACTIVITIES	5.37	46.9	68.5	100.0
E256	MAINTAIN INVENTORY FILES	4.82	42.9	68.5	85.7
E254	MAINTAIN HAND RECEIPTS OR ACCOUNTABLE RECORDS ON LINEN EXCHANGE ITEMS	4.37	57.1	66.3	85.7
E274	MAKE ENTRIES ON AF FORMS 2009-1 (MANUAL SUPPLY ACCOUNTING RECORD)	4.49	51.0	64.0	85.7
0585	EXCHANGE LINEN WITH LAUNDRY CONTRACTORS	3.76	77.6	61.8	71.4
0584	EXCHANGE LINEN WITH DRY CLEANING CONTRACTORS	3.60	85.7	60.7	57.1
0604	REVIEW LAUNDRY OR DRY CLEANING CONTRACTORS	5.20	55.1	58.4	85.7
0605	REVIEW LINEN EXCHANGE RATES	4.67	40.8	57.3	71.4
G349	INSPECT INCOMING STOCK OR PROPERTY FOR IDENTITY, QUANTITY, OR CONDITION	4.49	46.9	52.8	71.4
G572	COMPUTE OR RECONCILE COSTS OF LAUNDRY OR DRY CLEANING WITH CONTRACTORS	5.16	44.9	52.8	85.7
0601	PREPARE REQUISITIONS FOR LINEN EXCHANGE ITEMS	4.63	22.4	41.6	57.1
0590	MAINTAIN LISTINGS OF QAES (QUALITY ASSURANCE EVALUATORS)	4.01	24.5	38.2	71.4
A68	SCHEDULE INVENTORIES	4.38	20.4	37.1	85.7
0600	PREPARE REQUESTS FOR SUPPLEMENTAL FUNDS FOR LINEN EXCHANGE OPERATIONS, SUCH AS REPLACEMENTS	4.94	10.2	36.0	57.1
F325	MAKE ENTRIES ON AF FORMS 2005 (ISSUE/TURN IN REQUEST)	4.36	14.3	30.3	57.1
0583	EXCHANGE LINEN WITH BASE INDUSTRIAL LAUNDRY	3.60	18.4	22.5	.0
0573	COMPUTE OR RECONCILE COSTS OF LAUNDRY OR DRY CLEANING WITH BASE INDUSTRIAL LAUNDRY	5.03	14.3	31.3	28.6
0609	WEIGH LINEN ITEMS	3.46	16.3	20.2	14.3
0579	ESTABLISH PICKUP OR DELIVERY DATES WITH BASE INDUSTRIAL LAUNDRY	4.13	14.3	18.0	.0
A8	DETERMINE EQUIPMENT OR MAINTENANCE REQUIREMENTS	5.70	14.3	14.6	14.3
0587	ISSUE LINEN SWATCH SAMPLES	3.55	2.0	14.6	.0
C164	EVALUATE REQUISITIONS OR PURCHASE ORDERS	5.39	.0	4.5	14.3
E295	PREPARE SECTION DUTY ROSTERS	4.18	2.0	1.1	14.3
K443	MAKE ENTRIES ON DD FORMS 1131 (CASH COLLEC- TION VOUCHER)	4.21	2.0	1.1	.0

Job Satisfaction

Job satisfaction is another important area surveyed, analyzed, and included in the OSR. A review of job satisfaction indicators can often assist training and utilization personnel in determining trends or identifying perceptions of career ladder members on their work environment as well as their attitude in areas such as training, use of talents, and sense of accomplishment. Reenlistment intentions are also requested of members completing the survey instrument and are displayed in this section on the accompanying tables. Job satisfaction data from this AFSC will also be compared to data from other direct support AFSCs which were surveyed for OSRs completed in 1985.

It is important to view career ladder specialty jobs in terms of job satisfaction to determine possible "pockets" of dissatisfied career ladder members. This is especially important for such diversified groups as are identified in the SPECIALTY JOBS section of this report. Table 10 displays all those specialty jobs identified in this report. The most dissatisfied groups are those associated with the Military Clothing Issue IJT. This is similar to the findings of the previous OSR which was completed on this career field in 1980, and does not appear to have changed over time. The job performed by Military Clothing Issue people is repetitive at best. Job interest and perceived use of talents are easily the lowest of any group in the survey, yet reenlistment intent is the second highest. The lowest reenlistment intent is indicated by the Billeting Cashiers job type, which also had the highest job interest.

MAJCOM group data are displayed in Table 11. The lowest perceived use of talents is found in AFLC at 44 percent, with AFSC the second lowest at 48 percent. AFSC also has the lowest perceived use of training at 39 percent. The highest sense of accomplishment is in TAC and the highest expressed level of job interest is in ATC. Other than those extremes indicated, there appears to be little difference among commands overall. Reenlistment intent is between 64 and 77 percent and sense of accomplishment between 60 and 73 percent.

CONUS/Overseas differences are displayed in Table 12. The indicators are all fairly close with the greatest spread being in the area of reenlistment intent where we find 62 percent CONUS and 72 percent overseas members intending to reenlist.

Comparative data were collected from 1,594 respondents in AFSCs 542X0 (Electrician) and 753X0 (Combat Arms Training and Maintenance specialists) who were surveyed in 1985 OSRs. These data are listed next to data from first enlistment (1-48 months TAFMS), second enlistment (49-96 months TAFMS) and career (97+ months TAFMS) groups. Current survey indicators (Table 13) are lower than comparative data in every area except reenlistment intent for career members, suggesting overall lower job satisfaction.

Table 13 also displays data collected for the 1980 survey of the Services AFSC. As this table shows, current data are fairly comparable to 1980 job satisfaction indicators in all but two areas. First enlistment perceived use of training and reenlistment intent are significantly higher (greater than a 15 percent difference) in the current survey.

TABLE 10

JOB SATISFACTION DATA FOR SERVICES SPECIALTY JOBS
(PERCENT RESPONDING POSITIVELY)

	<u>DORMITORY MANAGERS IJT</u>	<u>BILLETING OPERATIONS CLUSTER</u>	<u>BILLETING DESK CLERKS JOB TYPE</u>	<u>BILLETING CASHIERS JOB TYPE</u>	<u>LINEN EXCHANGE CLUSTER</u>
<u>EXPRESSED JOB INTEREST:</u>					
INTERESTING	67	82	81	100	64
<u>PERCEIVED USE OF TALENTS:</u>					
FAIRLY WELL TO PERFECTLY	62	59	59	57	41
<u>SENSE OF ACCOMPLISHMENT:</u>					
SATISFIED	69	72	73	79	62
<u>PERCEIVED USE OF TRAINING:</u>					
FAIRLY WELL TO PERFECTLY	63	78	79	86	61
<u>REENLISTMENT INTENTIONS:</u>					
WILL/PROBABLY WILL REENLIST	70	57	55	43	66
WILL RETIRE	9	1	1	0	3

TABLE 10 (CONTINUED)
 JOB SATISFACTION DATA FOR SERVICES SPECIALTY JOBS
 (PERCENT RESPONDING POSITIVELY)

	<u>LINEN EXCHANGE MANAGERS JOB TYPES</u>	<u>MORTUARY AFFAIRS CLUSTER</u>	<u>HONOR GUARD JOB TYPE</u>	<u>MILITARY CLOTHING ISSUE IJT</u>
<u>EXPRESSED JOB INTEREST:</u>				
INTERESTING	67	89	80	37
<u>PERCEIVED USE OF TALENTS:</u>				
FAIRLY WELL TO PERFECTLY	56	83	80	26
<u>SENSE OF ACCOMPLISHMENT:</u>				
SATISFIED	67	81	80	47
<u>PERCEIVED USE OF TRAINING:</u>				
FAIRLY WELL TO PERFECTLY	56	80	80	42
<u>REENLISTMENT INTENTIONS:</u>				
WILL/PROBABLY WILL REENLIST	67	70	80	79
WILL RETIRE	22	16	0	0

TABLE 11

JOB SATISFACTION BY MAJCOM GROUPS
(PERCENT RESPONDING POSITIVELY)

	<u>SAC</u>	<u>TAC</u>	<u>AAC</u>	<u>USAFE</u>	<u>AFLC</u>	<u>AFSC</u>	<u>ATC</u>	<u>MAC</u>	<u>PACAF</u>	<u>AFSC</u>
<u>EXPRESSED JOB INTEREST:</u>										
INTERESTING	74	81	69	74	73	82	85	79	81	83
<u>PERCEIVED USE OF TALENTS:</u>										
FAIRLY WELL TO PERFECTLY	58	61	50	60	44	59	61	60	61	48
<u>SENSE OF ACCOMPLISHMENT:</u>										
SATISFIED	69	73	60	65	67	62	65	70	72	70
<u>PERCEIVED USE OF TRAINING:</u>										
FAIRLY WELL TO PERFECTLY	68	71	57	65	71	71	74	72	64	39
<u>REENLISTMENT INTENTIONS:</u>										
WILL/PROBABLY WILL REENLIST	64	68	67	67	67	69	74	77	77	74
WILL RETIRE	6	7	10	11	4	7	7	6	8	9

TABLE 12
CONUS/OVERSEAS JOB SATISFACTION
(PERCENT RESPONDING POSITIVELY)

	<u>CONUS</u>	<u>OVERSEAS</u>
<u>EXPRESSED JOB INTEREST:</u>		
INTERESTING	78	75
<u>PERCEIVED USE OF TALENTS:</u>		
FAIRLY WELL TO PERFECTLY	60	60
<u>SENSE OF ACCOMPLISHMENT:</u>		
SATISFIED	70	67
<u>PERCEIVED USE OF TRAINING:</u>		
FAIRLY WELL TO PERFECTLY	69	65
<u>REENLISTMENT INTENTIONS:</u>		
WILL/PROBABLY WILL REENLIST	62	72
WILL RETIRE	6	8

TABLE 13

JOB SATISFACTION BY TAFMS GROUPS AND COMPARATIVE DATA
(PERCENT RESPONDING POSITIVELY)

	1-48 MOS TAFMS		49-96 MOS TAFMS		97+ MOS TAFMS	
	1980 SURVEY	CURRENT COMP DATA	1980 SURVEY	CURRENT COMP DATA	1980 SURVEY	CURRENT COMP DATA
<u>EXPRESSED JOB INTEREST:</u>						
INTERESTING	67	73	92	76	72	91
					85	84
						90
<u>PERCEIVED USE OF TALENTS:</u>						
FAIRLY WELL TO PERFECTLY	46	51	83	60	55	84
					69	70
						83
<u>SENSE OF ACCOMPLISHMENT:</u>						
SATISFIED	*	68	87	*	65	79
					*	70
						80
<u>PERCEIVED USE OF TRAINING:</u>						
FAIRLY WELL TO PERFECTLY	52	74	88	58	59	83
					61	65
						80
<u>REENLISTMENT INTENTIONS:</u>						
WILL/PROBABLY WILL REENLIST	49	67	66	65	70	81
WILL RETIRE	0	0	0	0	0	0
					70	72
					0	18
						15

* Not reported in 1980 survey

COMPARISON TO PREVIOUS SURVEY

The last OSR of the Services career ladder was completed in May 1980, and included Services (AFSC 611X0), Meatcutters (AFSC 612X0), and Subsistence Operations (AFSC 612X1). For the purpose of comparison between this previous report and the current one, only data and information associated with the Services AFSC will be compared.

Apparently very little has changed overall. Billeting Operations, Mortuary Affairs, Linen Exchange, Military Clothing Issue, and all associated job types found to exist in current career ladder data, were also identified in 1980 data. The only real difference is in the addition of dormitory management as a specialty job. This, of course, has the effect of making the Services career ladder even more diverse than it was by adding still another job different from the others.

A primary area of concern in 1980 was training. That OSR indicated that training could best be conducted through OJT and with the use of career development courses (CDC) rather than through in-residence training at a technical training center. This finding was due to the diversity of the career ladder and mirrors the findings of the current OSR.

In summary, there have been very few changes in the Services career ladder. This is an important finding in and of itself, however, as it indicates career ladder training problems are not going to quickly work themselves out but rather seem to warrant careful consideration by training and utilization personnel. This document and the accompanying extracts are readily available and should be extremely helpful to personnel attempting to work career ladder problems.

CONCLUSIONS

Subject-Matter Experts (SME) from the Services career ladder matched career ladder tasks to appropriate elements of the STS. These tasks, and their associated percent members performing data were then analyzed as one means of determining how well the STS supports the needs of the field. A task must have at least 20 PMP in order for it to support the continued existence of the STS element. Due to the extreme diversity of the Services specialty, very few matched tasks met the minimum 20 PMP criteria. This necessitated breaking the ladder down to the specialty job level, then running a second match to see if STS elements specific to a particular job (such as linen exchange or billeting operations) were supported by 20 PMP or more on matched tasks. This second approach worked quite well and supported many STS elements.

The STS analysis described in the previous paragraph clearly displayed two important findings. One concerns the desire for in-residence training, and the second, how well the current STS supports the needs of the field.

First, we will discuss in-residence training. This type of training program requires a plan of instruction (POI). This POI is an outline utilized by technical training personnel and designed to teach students to a desired proficiency level. In order for a task to be covered by the POI and taught to students in the course, normally 50 percent, but at least 30 percent of career ladder members in their first enlistment must be performing that task. Since there were not even 20 PMP on most tasks matched to elements of the STS, one could not expect to find the 30 PMP required to build a POI. If at least 30 percent of any career ladder are not performing a task, in-residence training would not seem cost effective as individuals would likely be trained on tasks they would never perform. Thus, in-residence training would not be a very cost-effective approach to training for this AFSC.

Many areas of the STS were found to be supporting elements of the product when matched with specialty job data, but the STS is really a career ladder document which should cover tasks performed at a significant level (20 PMP or greater) by all career ladder members. The fact that data do not support the current STS at the prescribed level brings several points to bear. It attests to the extreme diversity of the AFSC as a whole, displays a major reason for career ladder training problems, and clearly shows the need for a strong on-the-job (OJT) training program. Devising a well-supported STS and a strong OJT program for such a diverse field may not be possible. It may therefore be that the continuation of such a diverse field should be questioned. In any event, OJT still appears to be the best way to train at this time. This requires that the STS be of the highest quality possible.

The AFR 39-1 specialty description for the Services AFSC was analyzed to determine the adequacy of coverage of career ladder duties. The document was found to be in need of review as it did not cover the full scope of jobs performed by career ladder members.

This study contained both military and civilian members. Both groups were compared in terms of task performance to determine similarities or differences between them. The specialty job section served as the vehicle for determining the military-civilian mix in terms of task performance. Members from both groups were found to be performing the same tasks within specialty job groups which attests to an excellent mix in terms of tasks utilized in the performance of their jobs.

The findings of this OSR come directly from survey data collected from Services members Air Force wide. These data are readily available to training and utilization personnel, major command representatives, Air Staff, and other interested users who have need of such information. Much of the data are compiled into extracts which are an excellent tool that may be used in the decision-making process. These extracts should be used whenever a training or utilization decision is made.

APPENDIX A

TABLE A1

GROUP ID NUMBER AND TITLE: GRP048 - DORMITORY MANAGEMENT INDEPENDENT JOB TYPE
 NUMBER IN GROUP: 676 AVERAGE MILITARY TICF: 56 MONTHS
 MILITARY = 663
 CIVILIAN = 13
 AVERAGE PAYGRADE: E-5
 AVERAGE NUMBER OF TASKS PERFORMED: 103

TASKS	PERCENT MEMBERS PERFORMING
I381 ISSUE ROOM KEYS	81
B119 INITIATE VERBAL REQUESTS FOR EMERGENCY OR URGENT WORK SERVICE TO THE BCE SERVICE CALL FUNCTIONS	75
I400 SEND AF FORMS 1135 TO BCE FOR WORK NOT IDENTIFIED DURING PT OR SMART INSPECTIONS	73
E277 MAKE ENTRIES ON AF FORMS 332 (BCE WORK REQUEST)	71
E267 MAKE ENTRIES ON AF FORMS 1135 (BCE REAL PROPERTY MAINTENANCE REQUEST)	70
J409 FOLLOW UP WITH BCE TO DETERMINE STATUS OF WORK ORDERS	69
I380 MAINTAIN DISPLAY OR STORAGE FOR KEYS	67
F316 INVENTORY FURNITURE	67
A12 DETERMINE SUPPLIES REQUIREMENTS	65
A23 DEVELOP WORK METHODS OR PROCEDURES	65
E249 MAINTAIN DAILY OCCUPANCY RECORDS	64
A39 PARTICIPATE IN MEETINGS, SUCH AS STAFF MEETINGS, BRIEFINGS, CONFERENCES, OR WORKSHOPS	64
H365 MAKE ENTRIES ON AF FORMS 1297 (TEMPORARY ISSUE RECEIPT)	63
E276 MAKE ENTRIES ON AF FORMS 228 (FURNISHINGS CUSTODY RECEIPT AND CONDITION REPORT)	63
N541 ADVISE FIRST SERGEANT AND SQUADRON COMMANDER OF PROBLEM AREAS	60
E289 POST SIGNS OR POSTERS	59
I378 INVENTORY QUARTERS	59
A38 MAINTAIN STATUS BOARDS, CHARTS, OR GRAPHS	58
E252 MAINTAIN FACILITY MAINTENANCE LOGS	56
I373 DELIVER MESSAGES TO ASSIGNED OCCUPANTS OR GUESTS	54
J410 INSTRUCT PERSONNEL ON PROPER USE OF EQUIPMENT	53
N565 REPORT TO BCE CUSTOMER SERVICE UNIT (CSU) WORK REQUIREMENTS RELATED TO BUILDINGS AND INSTALLED EQUIPMENT	52
A37 ESTABLISH WORK PRIORITIES	51
N552 ESTABLISH OR MAINTAIN LOCATOR BOARD FOR DORM OCCUPANTS	50

TABLE A2

GROUP ID NUMBER AND TITLE: GRP041 - MORTUARY AFFAIRS CLUSTER
 NUMBER IN GROUP: 122 AVERAGE MILITARY TICF: 71 MONTHS
 MILITARY = 122
 CIVILIAN = 0
 AVERAGE PAYGRADE: E-6
 AVERAGE NUMBER OF TASKS PERFORMED: 119

TASKS	PERCENT MEMBERS PERFORMING
A39 PARTICIPATE IN MEETINGS, SUCH AS STAFF MEETINGS, BRIEFINGS, CONFERENCES, OR WORKSHOPS	84
P658 TRAIN SEARCH AND RECOVERY TEAMS	66
A47 PLAN OR PREPARE BRIEFINGS	66
P615 BRIEF SEARCH AND RECOVERY TEAMS	65
A22 DEVELOP SELF-INSPECTION PROGRAMS	64
R688 MAINTAIN SEARCH AND RECOVERY KITS	64
A38 MAINTAIN STATUS BOARDS, CHARTS, OR GRAPHS	60
P655 REVIEW AF FORMS 57 (MORTUARY GUIDE)	58
E302 WRITE CORRESPONDENCE, REPORTS, OR MESSAGES	57
P626 MAINTAIN CONTINUITY OR CASE FILES OF ACTIVE DUTY PERSONNEL	57
P630 MAKE ENTRIES ON AF FORMS 57 (MORTUARY GUIDE)	57
P627 MAINTAIN CONTINUITY OR CASE FILES OF DEPENDENTS OR RETIRED PERSONNEL	56
D223 MAINTAIN SEARCH AND RECOVERY TRAINING RECORDS	55
A57 PREPARE OPERATING INSTRUCTIONS (OI) OR STANDING OPERATING PROCEDURES (SOP)	54
P654 PREPARE REPORTS ON STATUS OF REMAINS	54
A23 DEVELOP WORK METHODS OR PROCEDURES	53
R685 IDENTIFY S&RI (SEARCH AND RECOVERY TEAM) KIT ITEMS BY STOCK NUMBER, UNIT COST, OR TOTAL COST	53
P614 BRIEF NEXT OF KIN ON MORTUARY SERVICES AVAILABLE OR PROVIDED	52
P623 EVALUATE ELIGIBILITY OF INDIVIDUALS FOR AUTHORIZED MORTUARY BENEFITS	52
P621 DEVELOP MORTUARY AFFAIRS INPUTS TO OPERATIONS PLANS	52
A60 PREPARE RECALL ROSTERS	52
A12 DETERMINE SUPPLIES REQUIREMENTS	52
A3 COORDINATE CONTINGENCY EXERCISES AT LOCAL LEVEL	52
A70 SCHEDULE PERSONNEL FOR SCHOOLS, TEMPORARY DUTY (TDY) ASSIGNMENTS, OR NONTECHNICAL TRAINING	51
R687 MAINTAIN OR UPDATE GRID MAPS	51

TABLE A3

GROUP ID NUMBER AND TITLE: GRP383 - HONOR GUARD JOB TYPE
 NUMBER IN GROUP: 5 AVERAGE MILITARY TICF: 34 MONTHS
 MILITARY = 5
 CIVILIAN = 0
 AVERAGE PAYGRADE: E-4
 AVERAGE NUMBER OF TASKS PERFORMED: 85

TASKS	PERCENT MEMBERS PERFORMING
P642 PLAN OR ORGANIZE LOCAL CIVIC FUNCTIONS, SUCH AS COLOR GUARDS OR PARADES	100
P641 PLAN MILITARY HONORS DETAILS	100
P612 BRIEF HONORS DETAILS	100
P625 INSPECT HONOR GUARD EQUIPMENT, SUCH AS M1 OR M16 RIFLES	100
P652 PROCURE EQUIPMENT FOR MILITARY FUNERAL CEREMONIES	100
D198 CONDUCT HONOR GUARD TRAINING	100
P629 MAINTAIN HONOR GUARD UNIFORMS OR EQUIPMENT	100
P639 PARTICIPATE IN HONOR GUARD DETAILS	100
A39 PARTICIPATE IN MEETINGS, SUCH AS STAFF MEETINGS, BRIEFINGS, CONFERENCES, OR WORKSHOPS	100
A13 DETERMINE TRANSPORTATION REQUIREMENTS	100
F308 COORDINATE OBTAINING PARTS OR MATERIALS WITH BASE SUPPLY	100
A47 PLAN OR PREPARE BRIEFINGS	100
A23 DEVELOP WORK METHODS OR PROCEDURES	100
A12 DETERMINE SUPPLIES REQUIREMENTS	100
P622 DIRECT MILITARY HONORS CEREMONIES	80
A72 SELECT HONOR GUARD MEMBERS	80
P648 PREPARE REQUESTS FOR MILITARY HONORS DETAILS OR OTHER FUNERAL PARTY MEMBERS	80
A1 ASSIGN PERSONNEL TO DUTY POSITIONS	80
B75 BRIEF PERSONNEL ON STANDARDS OF CONDUCT	80
H365 MAKE ENTRIES ON AF FORMS 1297 (TEMPORARY ISSUE RECEIPT)	80
A45 PLAN INCENTIVE PROGRAMS	80
A51 PREPARE AGENDA FOR STAFF MEETINGS	80
A22 DEVELOP SELF-INSPECTION PROGRAMS	80
A31 ESTABLISH OPERATIONAL HOURS	80
I392 OPERATE VANS	80

TABLE A4

GROUP ID NUMBER AND TITLE: GRP079 - LINEN EXCHANGE CLUSTER
 NUMBER IN GROUP: 145 AVERAGE MILITARY TICF: 38 MONTHS
 MILITARY = 145
 CIVILIAN = 0
 AVERAGE PAYGRADE: E-4
 AVERAGE NUMBER OF TASKS PERFORMED: 64

TASKS	PERCENT MEMBERS PERFORMING
0582 EXCHANGE LINEN WITH AUTHORIZED CUSTOMERS	92
1376 IDENTIFY AND REMOVE WORN OR TORN LINENS FROM INVENTORY	88
0588 ISSUE UNSERVICEABLE LINENS TO OTHER BASE ORGANIZATIONS	88
0596 MAKE ENTRIES ON AF FORMS 904 (DAILY LINEN EXCHANGE TRANSACTIONS)	88
F317 INVENTORY OR COUNT LINEN EXCHANGE ITEMS	85
0606 SORT ITEMS FOR DRY CLEANING OR LAUNDRY	82
0571 BAG OR BUNDLE LAUNDRY ITEMS	81
0602 RECEIVE ORGANIZATIONAL CLOTHING, SUCH AS PARKAS OR FLIGHT SUITS, FOR CLEANING	77
H365 MAKE ENTRIES ON AF FORMS 1297 (TEMPORARY ISSUE RECEIPT)	72
0581 EVALUATE QUALITY OF LAUNDRY SERVICES	72
0580 EVALUATE QUALITY OF DRY CLEANING SERVICES	71
0570 BAG OR BUNDLE DRY CLEANING ITEMS	70
0584 EXCHANGE LINEN WITH DRY CLEANING CONTRACTORS	69
0585 EXCHANGE LINEN WITH LAUNDRY CONTRACTORS	68
0597 MAKE ENTRIES ON AF FORMS 905 (LINEN EXCHANGE INVENTORY REPORT)	67
I380 ISSUE LINEN ITEMS	66
E254 MAINTAIN HAND RECEIPTS OR ACCOUNTABLE RECORDS ON LINEN EXCHANGE ITEMS	64
B95 DIRECT LINEN EXCHANGE ACTIVITIES	63
H366 MAKE ENTRIES ON DD FORMS 1348-1 (DOD SINGLE LINE ITEM RELEASE/RECEIPT DOCUMENT)	63
E274 MAKE ENTRIES ON AF FORMS 2009-1 (MANUAL SUPPLY ACCOUNTING RECORD)	61
E256 MAINTAIN INVENTORY FILES	61
0604 REVIEW LAUNDRY OR DRY CLEANING CONTRACTS	59
0589 MAINTAIN AF FORMS 115A (REGISTER OF CONTROL NUMBERS)	58
0576 ESTABLISH BULK LINEN EXCHANGE SCHEDULES	57
0603 REQUEST LAUNDRY TICKETS OR LISTINGS	54

TABLE A5

GROUP ID NUMBER AND TITLE: GRP510 - LINEN EXCHANGE NCOIC's JOB TYPE
 NUMBER IN GROUP: 9 AVERAGE MILITARY TICF: 78 MONTHS
 MILITARY = 9
 CIVILIAN = 0
 AVERAGE PAYGRADE: E-5
 AVERAGE NUMBER OF TASKS PERFORMED: 141

TASKS	PERCENT MEMBERS PERFORMING
B95 DIRECT LINEN EXCHANGE ACTIVITIES	100
0580 EVALUATE QUALITY OF DRY CLEANING SERVICES	100
0596 MAKE ENTRIES ON AF FORMS 904 (DAILY LINEN EXCHANGE TRANSACTIONS)	100
0588 ISSUE UNSERVICEABLE LINENS TO OTHER BASE ORGANIZATIONS	100
E274 MAKE ENTRIES ON AF FORMS 2009-1 (MANUAL SUPPLY ACCOUNTING RECORD)	100
F317 INVENTORY OR COUNT LINEN EXCHANGE ITEMS	100
I376 IDENTIFY AND REMOVE WORN OR TORN LINENS FROM INVENTORY	100
E256 MAINTAIN INVENTORY FILES	100
0576 ESTABLISH BULK LINEN EXCHANGE SCHEDULES	100
H365 MAKE ENTRIES ON AF FORMS 1297 (TEMPORARY ISSUE RECEIPT)	100
H366 MAKE ENTRIES ON DD FORMS 1348-1 (DOD SINGLE LINE ITEM RELEASE/RECEIPT DOCUMENT)	100
0597 MAKE ENTRIES ON AF FORMS 905 (LINEN EXCHANGE INVENTORY REPORT)	100
F327 MAKE ENTRIES ON AF FORMS 85 (INVENTORY ADJUSTMENT VOUCHER)	100
0581 EVALUATE QUALITY OF LAUNDRY SERVICES	89
0582 EXCHANGE LINEN WITH AUTHORIZED CUSTOMERS	89
0602 RECEIVE ORGANIZATIONAL CLOTHING, SUCH AS PARKAS OR FLIGHT SUITS, FOR CLEANING	89
0589 MAINTAIN AF FORMS 115A (REGISTER OF CONTROL NUMBERS)	89
0571 BAG OR BUNDLE LAUNDRY ITEMS	89
0575 DETERMINE ORGANIZATION USAGE RATES	89
B149 VERIFY STOCK CONTROL LEVELS	89
A39 PARTICIPATE IN MEETINGS, SUCH AS STAFF MEETINGS, BRIEFINGS, CONFERENCES, OR WORKSHOPS	89
E254 MAINTAIN HAND RECEIPTS OR ACCOUNTABLE RECORDS ON LINEN EXCHANGE ITEMS	89
0605 REVIEW LINEN EXCHANGE RATES	89
0578 ESTABLISH INDIVIDUAL LINEN EXCHANGE SCHEDULES	89
0591 MAINTAIN RECORDS OF LINEN ITEMS TRANSFERRED TO DPDO (DEFENSE PROPERTY DISPOSAL OFFICE)	89

TABLE A6

GROUP ID NUMBER AND TITLE: GRP039 - BILLETING OPERATIONS CLUSTER
 NUMBER IN GROUP: 525 AVERAGE MILITARY TICF: 35 MONTHS
 MILITARY = 436
 CIVILIAN = 89
 AVERAGE PAYGRADE: E-3
 AVERAGE NUMBER OF TASKS PERFORMED: 50

TASKS	PERCENT MEMBERS PERFORMING
K434 COUNT CASH	87
K452 RECEIVE AND MAKE CHANGE	85
I381 ISSUE ROOM KEYS	84
M540 VERIFY GUEST ELIGIBILITY TO UTILIZE TRANSIENT FACILITIES, SUCH AS BY CHECKING ID CARD OR ORDERS	83
K444 PLACE CASH INTO CASH REGISTERS	80
K427 APPROVE PERSONAL CHECKS FOR ROOM CHARGES	80
M515 INVENTORY BEVERAGES AND SUNDRY ITEMS AT BILLETING DESK	76
K449 PREPARE CUSTOMER RECEIPTS	75
M498 ASSIGN CONTRACT QUARTERS OR RENTAL UNITS	70
I373 DELIVER MESSAGES TO ASSIGNED OCCUPANTS OR GUESTS	68
M535 PROVIDE VOQ AND VAQ WAKE-UP SERVICE	68
K440 MAKE ENTRIES ON AF FORMS 2535 (NAF CASHIERS REPORT)	67
M522 MAKE ENTRIES ON AF FORMS 2506 (RESERVATION FOR INDIVIDUALS)	66
I371 ASSIGN UNACCOMPANIED OR TRANSIENT QUARTERS	65
M531 PREPARE AUTHORIZATION FORMS FOR CONTRACT QUARTERS	64
M511 INFORM HOUSEKEEPING PERSONNEL OF CHECKOUTS	63
I384 MAINTAIN LITERATURE, SUCH AS BASE MAPS, BUS SCHEDULES, OR ENTERTAINMENT BROCHURES	62
M537 STOCK SUNDRY ITEMS	61
M520 MAINTAIN LISTINGS OF OFF-BASE COMMERCIAL MOTELS AND HOTELS	60
I379 ISSUE CUSTOMER LOAN ITEMS, SUCH AS CRIBS, IRONING BOARDS, IRONS, OR VACUUMS	60
K446 PREPARE CASH REFUND/OVERRING REPORTS	59
K455 VERIFY CASH FUNDS	57
M528 OPERATE TELEPHONE SWITCHBOARDS	57
M525 MAKE ENTRIES ON AND ISSUE AF FORMS 2505 (GUEST REGISTRATION)	57
M509 CONFIRM OR DENY RESERVATIONS BY MAIL, MESSAGE, OR TELEPHONE	56

TABLE A7

GROUP ID NUMBER AND TITLE: GRP402 - BILLETING DESK CLERKS JOB TYPE
 NUMBER IN GROUP: 374 AVERAGE MILITARY TICF: 33 MONTHS
 MILITARY = 304
 CIVILIAN = 70
 AVERAGE PAYGRADE: E-3
 AVERAGE NUMBER OF TASKS PERFORMED: 53

TASKS	PERCENT MEMBERS PERFORMING
K434 COUNT CASH	97
K452 RECEIVE AND MAKE CHANGE	95
I381 ISSUE ROOM KEYS	92
M540 VERIFY GUEST ELIGIBILITY TO UTILIZE TRANSIENT FACILITIES, SUCH AS BY CHECKING ID CARD OR ORDERS	92
K427 APPROVE PERSONAL CHECKS FOR ROOM CHARGES	92
K444 PLACE CASH INTO CASH REGISTERS	90
M515 INVENTORY BEVERAGES AND SUNDRY ITEMS AT BILLETING DESK	89
K449 PREPARE CUSTOMER RECEIPTS	86
M535 PROVIDE VOQ AND VAQ WAKE-UP SERVICE	80
K440 MAKE ENTRIES ON AF FORMS 2535 (NAF CASHIERS REPORT)	78
M498 ASSIGN CONTRACT QUARTERS OR RENTAL UNITS	78
I373 DELIVER MESSAGES TO ASSIGNED OCCUPANTS OR GUESTS	76
M531 PREPARE AUTHORIZATION FORMS FOR CONTRACT QUARTERS	75
M522 MAKE ENTRIES ON AF FORMS 2506 (RESERVATION FOR INDIVIDUALS)	74
M511 INFORM HOUSEKEEPING PERSONNEL OF CHECKOUTS	73
I384 MAINTAIN LITERATURE, SUCH AS BASE MAPS, BUS SCHEDULES, OR ENTERTAINMENT BROCHURES	71
M520 MAINTAIN LISTINGS OF OFF-BASE COMMERCIAL MOTELS AND HOTELS	71
I371 ASSIGN UNACCOMPANIED OR TRANSIENT QUARTERS	71
M537 STOCK SUNDRY ITEMS	70
K446 PREPARE CASH REFUND/OVERRING REPORTS	68
I379 ISSUE CUSTOMER LOAN ITEMS, SUCH AS CRIBS, IRONING BOARDS, IRONS, OR VACUUMS	68
I388 OPERATE BASE LOCATOR SERVICE	67
M528 OPERATE TELEPHONE SWITCHBOARDS	66
M525 MAKE ENTRIES ON AND ISSUE AF FORMS 2505 (GUEST REGISTRATION)	66
K455 VERIFY CASH FUNDS	66

TABLE A8

GROUP ID NUMBER AND TITLE: GRP418 - BILLETING CASHIERS JOB TYPE
 NUMBER IN GROUP: 14 AVERAGE MILITARY TICF: 43 MONTHS
 MILITARY = 9
 CIVILIAN = 5
 AVERAGE PAYGRADE: E-2
 AVERAGE NUMBER OF TASKS PERFORMED: 24

TASKS	PERCENT MEMBERS PERFORMING
I371 ASSIGN UNACCOMPANIED OR TRANSIENT QUARTERS	100
I381 ISSUE ROOM KEYS	100
K452 RECEIVE AND MAKE CHANGE	93
K434 COUNT CASH	93
M540 VERIFY GUEST ELIGIBILITY TO UTILIZE TRANSIENT FACILITIES, SUCH AS BY CHECKING ID CARD OR ORDERS	86
K427 APPROVE PERSONAL CHECKS FOR ROOM CHARGES	86
I379 ISSUE CUSTOMER LOAN ITEMS, SUCH AS CRIBS, IRONING BOARDS, IRONS, OR VACUUMS	79
I373 DELIVER MESSAGES TO ASSIGNED OCCUPANTS OR GUESTS	79
N498 ASSIGN CONTRACT QUARTERS OR RENTAL UNITS	71
K444 PLACE CASH INTO CASH REGISTERS	64
K449 PREPARE CUSTOMER RECEIPTS	64
I383 MAINTAIN DISPLAY OR STORAGE FOR KEYS	64
I389 OPERATE COMPUTER KEYBOARDS	57
I384 MAINTAIN LITERATURE, SUCH AS BASE MAPS, BUS SCHEDULES, OR ENTERTAINMENT BROCHURES	57
M500 COLLECT SERVICE CHARGES FOR HOUSING OR QUARTERS	50
K435 DEPOSIT CASH AT BANKS	50
M532 PREPARE DOCUMENTATION AUTHORIZING BX PATRONAGE FOR CIVILIAN TDY MEMBERS	50
K433 COLLECT REIMBURSEMENTS FOR SALES OR SERVICES	43
K432 COLLECT FEES FOR RESALEABLES	43
K445 PREPARE ADDING MACHINE TAPES	43
M509 CONFIRM OR DENY RESERVATIONS BY MAIL, MESSAGE, OR TELEPHONE	43
I388 OPERATE BASE LOCATOR SERVICE	36
M522 MAKE ENTRIES ON AF FORMS 2506 (RESERVATION FOR INDIVIDUALS)	36
M515 INVENTORY BEVERAGES AND SUNDRY ITEMS AT BILLETING DESKS	36
K454 VERIFY AND SIGN CHANGE FUND RECEIPTS	36

TABLE A9

GROUP ID NUMBER AND TITLE: GRP507 - MILITARY CLOTHING ISSUE INDEPENDENT JOB
TYPE

NUMBER IN GROUP: 19

AVERAGE MILITARY TICF: 25 MONTHS

MILITARY = 19

CIVILIAN = 0

AVERAGE PAYGRADE: E-3

AVERAGE NUMBER OF TASKS PERFORMED: 30

TASKS	PERCENT MEMBERS PERFORMING
L460 CONDUCT CLOTHING ISSUE BRIEFINGS	100
L495 STOCK SHELVES, BINS, OR RACKS IN CLOTHING ISSUE FACILITIES	100
L477 INVENTORY STOCKS OF CLOTHING ITEMS	100
L471 FIT COATS, SHIRTS, OR FATIGUES	100
L465 DISTRIBUTE AND CHECK FIT OF HEADGEAR	100
L461 CONDUCT INVENTORIES OF CLOTHING ITEMS ISSUED TO TRAINEES	100
L469 ESTIMATE CLOTHING OR FOOTWEAR SIZES REQUIRED FOR TRAINEES	95
L476 INTERVIEW TRAINEES TO DETERMINE STATUS, SUCH AS GUARD, RESERVE, OR OTS	95
L474 INSPECT CLOTHING OR FOOTWEAR FOR FLAWS OR DEFECTS	95
L463 COORDINATE WITH WAREHOUSES OR BACKUP WAREHOUSES ON CLOTHING ISSUE STOCKS	95
L464 DISTRIBUTE AND CHECK FIT OF FOOTWEAR	89
L488 PREPARE CLOTHING EXCHANGE LOGS	79
L468 ENGRAVE NAMETAGS	68
L466 DISTRIBUTE INITIAL CLOTHING ISSUE ITEMS, SUCH AS UNDERWEAR, SOCKS, OR BELTS	63
L473 FIT TROUSERS OR SLACKS	63
L484 MAKE ENTRIES ON DD FORMS 358 (ARMED FORCES MEASUREMENT BLANK (SPECIAL SIZED CLOTHING FOR MEN))	63
L467 DRESS AND DISPLAY MANNEQUINS	63
L485 MAKE ENTRIES ON DD FORMS 754 (REPAIR TAG)	58
L478 ISSUE INSIGNIA, CHEVRONS, OR BRASS	53
L496 TAKE SPECIAL MEASUREMENTS FOR CLOTHING OR SPECIAL UNIFORMS	53
L475 INSPECT CLOTHING REQUEST AND RECEIPT FORMS FOR ACCURACY AND COMPLETENESS	47
L487 POST CLOTHING ISSUE DATA, SUCH AS STATISTICS, REDLINES, OR ALTERATIONS, ONTO FLIGHT ROSTERS	47
L493 REVIEW AF FORMS 656 (CLOTHING REQUEST AND RECEIPT-MALE)	47
L483 MAKE ENTRIES ON DD FORMS 150 (SPECIAL MEASUREMENTS BLANK FOR SPECIAL MEASUREMENT/ORTHOPEDIC BOOTS AND SHOES)	47
L462 COORDINATE EXCHANGE OF UNIFORMS WITH CLOTHING SALES STORES	42

APPENDIX B

TABLE B1

PARAGRAPH 8 OF 611X0 STS MATCHED WITH
LINEN EXCHANGE SPECIALTY JOB DATA

TASKS	TASK DIFF	61130	61150	61170
060 8. LINEN EXCHANGE SYSTEM				

I380 ISSUE LINEN ITEMS	3.05	67	65	42

061 8A. RESPONSIBILITIES FOR LINEN EXCHANGE				

0571 BAG OR BUNDLE LAUNDRY ITEMS	3.11	71	85	85
0606 SORT ITEMS FOR DRY CLEANING OR LAUNDRY	3.61	88	80	71
0602 RECEIVE ORGANIZATIONAL CLOTHING, SUCH AS PARKAS OR FLIGHT SUITS, FOR CLEANING	3.78	80	75	71
0580 EVALUATE QUALITY OF DRY CLEANING SERVICES	4.52	65	72	100
0581 EVALUATE QUALITY OF LAUNDRY SERVICES	4.54	67	72	100
B95 DIRECT LINEN EXCHANGE ACTIVITIES	5.37	47	69	100
E256 MAINTAIN INVENTORY FILES	4.82	43	69	86
E254 MAINTAIN HAND RECEIPTS OR ACCOUNTABLE RECORDS ON LINEN EXCHANGE ITEMS	4.37	57	66	86
E274 MAKE ENTRIES ON AF FORMS 2009-1 (MANUAL SUPPLY ACCOUNTING RECORD)	4.49	51	64	86
0585 EXCHANGE LINEN WITH LAUNDRY CONTRACTORS	3.76	78	62	71
0584 EXCHANGE LINEN WITH DRY CLEANING CONTRACTORS	3.60	86	61	57
0604 REVIEW LAUNDRY OR DRY CLEANING CONTRACTS	5.20	55	58	86
0605 REVIEW LINEN EXCHANGE RATES	4.67	41	57	71
G349 INSPECT INCOMING STOCK OR PROPERTY FOR IDENTITY, QUANTITY, OR CONDITION	4.49	47	53	86
0572 COMPUTE OR RECONCILE COSTS OF LAUNDRY OR DRY CLEANING WITH CONTRACTORS	5.16	45	53	86
0601 PREPARE REQUISITIONS FOR LINEN EXCHANGE ITEMS	4.63	22	42	57
0590 MAINTAIN LISTINGS OF QAES (QUALITY ASSURANCE EVALUATORS)	4.01	25	38	71
A68 SCHEDULE INVENTORIES	4.38	20	37	86
0600 PREPARE REQUESTS FOR SUPPLEMENTAL FUNDS FOR LINEN EXCHANGE OPERATIONS, SUCH AS REPLACEMENTS	4.94	10	36	57
F325 MAKE ENTRIES ON AF FORMS 2005 (ISSUE/TURN IN REQUEST)	4.36	14	30	57

TABLE B1 (CONTINUED)

PARAGRAPH 8 OF 611X0 STS MATCHED WITH
LINEN EXCHANGE SPECIALTY JOB DATA (CONTINUED)

TASKS	TASK DIFF	61130	61150	61170
0583 EXCHANGE LINEN WITH BASE INDUSTRIAL LAUNDRY	3.60	18	22	0
0609 WEIGH LINEN ITEMS	3.46	16	20	14
0579 ESTABLISH PICKUP OR DELIVERY DATES WITH BASE INDUSTRIAL LAUNDRY				
A8 DETERMINE EQUIPMENT OR MAINTENANCE REQUIREMENTS	4.13	14	18	0
0587 ISSUE LINEN SWATCH SAMPLES	5.70	14	15	14
C164 EVALUATE REQUISITIONS OR PURCHASE ORDERS	3.55	2	15	0
E295 PREPARE SECTION DUTY ROSTERS	5.39	0	5	14
K443 MAKE ENTRIES ON DD FORMS 1131 (CAS COLLECTION VOUCHER)	4.18	2	1	14
	4.21	2	1	0
062 8B. DETERMINE AUTHORIZED USERS (CUSTOMERS)				
0582 EXCHANGE LINEN WITH AUTHORIZED CUSTOMERS	3.27	94	92	86
0576 ESTABLISH BULK LINEN EXCHANGE SCHEDULES	4.30	45	62	86
0575 DETERMINE ORGANIZATION USAGE RATES	4.66	33	57	86
063 8C. RECEIVE, ACCOUNT FOR, AND EXCHANGE BASE LINENS				
0596 MAKE ENTRIES ON AF FORMS 904 (DAILY LINEN EXCHANGE TRANSACTIONS)	4.42	78	92	100
F317 INVENTORY OR COUNT LINEN EXCHANGE ITEMS	4.20	74	90	100
0597 MAKE ENTRIES ON AF FORMS 905 (LINEN EXCHANGE INVENTORY REPORT)	4.77	53	73	86
0603 REQUEST LAUNDRY TICKETS OR LISTINGS	3.80	45	58	57
0598 PREPARE CERTIFICATE OF TRANSFER OF ACCOUNTS	4.63	8	48	57
0577 ESTABLISH CONTRACT PICKUP OR DELIVERY DATES	4.26	27	38	86
064 8D. CONDUCT INVENTORIES OF LINENS				
F334 POST INVENTORIES TO RECORDS	4.50	37	55	57
F327 MAKE ENTRIES ON AF FORMS 85 (INVENTORY ADJUSTMENT VOUCHER)	4.76	37	49	57
F333 PLAN INVENTORIES	4.80	16	38	71
F338 RECONCILE INVENTORIES	5.28	16	25	57

TABLE B1 (CONTINUED)

PARAGRAPH 8 OF 611X0 STS MATCHED WITH
LINEN EXCHANGE SPECIALTY JOB DATA

TASKS	TASK DIFF	61130	61150	61170

065 8E. PREPARE REPORTS AND ADJUST DISCREPANCIES; LINEN EXCHANGE SYSTEM				

066 8F. PROCESS UNSERVICEABLE LINEN ITEMS				

1376 IDENTIFY AND REMOVE WORN OR TORN LINENS FROM INVENTORY	3.21	86	89	100

067 8G. TRANSFER ACCOUNTABILITY OF PROPERTY FOR LINEN				

0588 ISSUE UNSERVICEABLE LINENS TO OTHER BASE ORGANIZATIONS	3.82	86	89	100
H365 MAKE ENTRIES ON AF FORMS 1297 (TEMPORARY ISSUE RECEIPT)	3.36	74	70	86
H366 MAKE ENTRIES ON DD FORMS 1348-1 (DOD SINGLE LINE ITEM RELEASE/RECEIPT DOCUMENT)	4.30	51	69	71
0591 MAINTAIN RECORDS OF LINEN ITEMS TRANSFERRED TO DPDO (DEFENSE PROPERTY DISPOSAL OFFICE)	3.98	35	58	86

068 8H. STOCK CONTROLS AND LEVELS OF LINENS				

0589 MAINTAIN AF FORMS 115A (REGISTER OF CONTROL NUMBERS)	4.17	35	69	86
I404 VERIFY AUTHORIZED ITEMS OF LINEN EXCHANGE	3.48	51	56	43
H360 COMPUTE STOCK CONTROL LEVELS	5.31	14	33	29

069 8I. REQUISITIONING PROCEDURES FOR LINENS				

070 8J. EXCHANGE OPERATING SCHEDULE FOR LINENS				

0576 ESTABLISH BULK LINEN EXCHANGE SCHEDULES	4.30	45	62	86
0578 ESTABLISH INDIVIDUAL LINEN EXCHANGE SCHEDULES	3.95	37	54	86
H361 DELIVER LINEN TO LINEN EXCHANGE POINTS	3.55	35	25	29

TABLE B2

PARAGRAPH 9 OF 611X0 STS MATCHED WITH
MORTUARY AFFAIRS SPECIALTY GROUP DATA

TASKS	TASK DIFF	61130	61150	61170

071 9. MORTUARY AFFAIRS				

072 9A(1). RESPONSIBILITIES FOR MORTUARY AFFAIRS				

A72 SELECT HONOR GUARD MEMBERS	4.74	33	35	50
P626 MAINTAIN CONTINUITY OR CASE FILES OF ACTIVE DUTY PERSONNEL	6.49	33	74	50
P629 MAINTAIN HONOR GUARD UNIFORMS OR EQUIPMENT	5.55	33	43	50
F328 MAKE ENTRIES ON AF FORMS 9 (REQUEST FOR PURCHASE)	4.96	30	50	50
P627 MAINTAIN CONTINUITY OR CASE FILES OF DEPENDENTS OR RETIRED PERSONNEL	6.31	30	73	50
P654 PREPARE REPORTS ON STATUS OF REMAINS	6.42	30	72	50
P631 MAKE ENTRIES ON AF FORMS 969 (REQUEST FOR PAYMENT OF DEPENDENT TRANSPORTATION EXPENSES)	5.92	28	65	50
P633 MAKE ENTRIES ON DD FORMS 2063 (RECORD OF PREPARATION AND DISPOSITION OF REMAINS (WITHIN CONUS))	6.31	28	53	50
P640 PLAN MILITARY FUNERALS	6.93	28	46	50
P655 REVIEW AF FORMS 57 (MORTUARY GUIDE)	5.79	28	80	50
P630 MAKE ENTRIES ON AF FORMS 57 (MORTUARY GUIDE)	5.59	25	78	50
P632 MAKE ENTRIES ON AF FORMS 970 (STATEMENT OF DISPOSITION OF REMAINS)	6.04	25	68	50
A53 PREPARE APPROPRIATED DUNDS (AF) BUDGETS	7.39	23	30	50
B88 DIRECT AIR FORCE MORTUARY OR MORGUE ACTIVITIES	6.98	23	41	50
P638 OBTAIN AND ISSUE VA FORMS 218834 (APPLICATION FOR REIMBURSEMENT OF HEADSTONE OR MARKER EXPENSE)	5.81	23	45	50
C154 EVALUATE CONTRACTOR COMPLIANCE WITH CONTRACTS	6.00	20	24	50
E287 ORDER FURNISHINGS AND EQUIPMENT USING TA (TABLE OF ALLOWANCE)	5.58	20	18	50
P628 MAINTAIN CONTINUITY OR CASE FILES OTHER THAN DEPENDENTS, RETIREES, OR ACTIVE DUTY PERSONNEL	6.36	20	43	50
B76 COMPILE INFORMATION FOR REPORTS OR STAFF STUDIES	5.94	18	45	50
P656 REVIEW ANNUAL CONTRACTS FOR PREPARATION OF ACTIVE DUTY MEMBERS' REMAINS	6.69	18	45	50

TABLE B2 (CONTINUED)

PARAGRAPH 9 OF 611X0 STS MATCHED WITH
MORTUARY AFFAIRS SPECIALTY GROUP DATA

TASKS	TASK DIFF	61130	61150	61170
Q664 COMPLETE CURRENT DEATHS CHECKLIST FORMS	6.11	18	50	50
E241 DISPOSE OF RECORDS OR REPORTS	4.58	15	20	0
P635 MAKE ENTRIES ON VA FORMS 6949 (AGREEMENT FOR BURIAL)	6.29	13	23	50
Q665 COORDINATE DISPOSITION OF REMAINS OF PERSONNEL FROM OTHER ARMED FORCES	6.67	13	27	50
Q677 MAKE ENTRIES ON AF FORMS 507 (AGREEMENT FOR BURIAL)	5.98	13	30	0
B94 DIRECT INSPECTION PROGRAMS, OTHER THAN SELF-INSPECTION PROGRAMS	5.72	10	22	50
C164 EVALUATE REQUISITIONS OR PURCHASE ORDERS	5.39	10	23	50
E243 MAINTAIN ACTIVE ACCOUNTS FILES	5.04	10	11	50
E286 MAKE ENTRIES ON SF FORMS 1034 (PUBLIC VOUCHER FOR PURCHASES AND SERVICES OTHER THAN PERSONAL)	4.79	8	23	50
E295 PREPARE SECTION DUTY ROSTERS	4.18	8	8	50
P649 PREPARE REQUESTS FOR OTHER ARMED FORCES TO PREPARE OR SHIP AIR FORCE HUMAN REMAINS	6.62	8	32	50
Q682 PREPARE REQUESTS FOR DISPOSITION INSTRUCTIONS ON UNCLAIMED HUMAN REMAINS	6.94	8	18	0
C166 EVALUATE SANITATION PRACTICES	4.61	5	14	0
E255 MAINTAIN INACTIVE ACCOUNTS FILES	4.16	5	8	0
Q667 COORDINATE ISSUE OF DEATH CERTIFICATES WITH CIVIL AUTHORITIES	6.45	5	42	50
E288 POST NEW DATA ON CONTROL BOARD	3.58	3	18	50
073 9A(2). ELIGIBILITY FOR MORTUARY BENEFITS				
P623 EVALUATE ELIGIBILITY OF INDIVIDUALS FOR AUTHORIZED MORTUARY BENEFITS	6.32	30	68	50
P613 BRIEF NEXT OF KIN OF INTERMENT OR RESERVATION OF GRAVE SITES	6.96	28	55	50
P657 REVIEW OR PROCESS DD FORMS 1375 (REQUEST FOR PAYMENT OF FUNERAL AND/OR INTERMENT EXPENSES)	6.19	25	60	50
P654 RESOLVE PROBLEMS ON REIMBURSEMENTS FOR INTERMENT	6.96	20	51	50

TABLE B2 (CONTINUED)

PARAGRAPH 9 OF 611X0 STS MATCHED WITH
MORTUARY AFFAIRS SPECIALTY GROUP DATA

TASKS	TASK DIFF	61130	61150	61170
P617 COORDINATE ARRANGEMENTS FOR RELATIVES OR FRIENDS TO TRAVEL AS ATTENDANTS TO DECEASED	6.60	15	42	50
P618 COORDINATE DISPOSITION OF PERSONAL PROPERTY ACTIONS OR DOCUMENTS	6.69	15	55	50

074 9A(3). MORTUARY ITEMS OF SUPPLY AND EQUIPMENT				

P652 PROCURE EQUIPMENT FOR MILITARY FUNERAL CEREMONIES	5.73	33	43	50
P625 INSPECT HONOR GUARD EQUIPMENT, SUCH AS M1 OR M16 RIFLES	5.58	30	46	50

075 9A(4). CONTRACTUAL SUPPLY AND SERVICES FOR USAF MORTUARY AFFAIRS PROGRAM				

R685 IDENTIFY S&RT (SEARCH AND RECOVERY TEAM) KIT ITEMS BY STOCK NUMBER, UNIT COST, OR TOTAL COST	5.77	30	69	50
P624 INSPECT CONTRACT FUNERAL HOMES FOR COMPLIANCE WITH DOD SPECIFICATIONS	6.74	23	41	50
Q663 BRIEF FUNERAL DIRECTORS ON AIR FORCE MORTUARY PROCEDURES AND REQUIREMENTS	6.74	20	41	50
P656 REVIEW ANNUAL CONTRACTS FOR PREPARATION OF ACTIVE DUTY MEMBERS' REMAINS	6.69	16	45	50
P610 ADMINISTER CHANGES IN CONTRACT PRICES FOR MORTUARY AFFAIRS, SUCH AS REIMBURSABLE CONTRACTS	6.24	15	32	50
P637 NEGOTIATE ONE-TIME PURCHASES OF MORTUARY SERVICES	6.85	13	39	50
Q676 MAKE ARRANGEMENTS FOR CREMATIONS WITH FUNERAL DIRECTORS	6.56	10	26	50

076 9B. ANNEX G, DISASTER PREPAREDNESS OPLAN 355-1				

B108 IMPLEMENT MOBILIZATION OF PERSONNEL AND EQUIPMENT	6.24	33	28	50
P621 DEVELOP MORTUARY AFFAIRS INPUTS TO OPERATIONS PLANS	6.93	30	68	50

077 9C. MILITARY HONORS AND CEREMONIES				

TABLE B2 (CONTINUED)

PARAGRAPH 9 OF 611X0 STS MATCHED WITH
MORTUARY AFFAIRS SPECIALTY GROUP DATA

TASKS	TASK DIFF	61130	61150	61170
P641 PLAN MILITARY HONORS DETAILS				
P648 PREPARE REQUESTS FOR MILITARY HONORS DETAILS OR OTHER FUNERAL PARTY MEMBERS	6.51	40	54	50
P639 PARTICIPATE IN HONOR GUARD DETAILS	6.11	38	51	50
P642 PLAN OR ORGANIZE LOCAL CIVIC FUNCTIONS, SUCH AS COLOR GUARDS OR PARADES	6.07	35	32	50
P622 DIRECT MILITARY HONORS CEREMONIES	6.31	35	43	50
A71 SCHEDULE USE OF EQUIPMENT OR VEHICLES	7.07	30	38	50
P640 PLAN MILITARY FUNERALS	4.47	28	28	50
P619 COORDINATE FLYOVER DETAILS	6.93	28	46	50
P659 VERIFY ENTITLEMENT FOR FLYOVERS	6.58	18	31	50
	6.12	13	31	50
078 9C(1). GOVERNMENT CEMETERIES AND MARKERS				
P647 PREPARE REQUESTS FOR DESIGNATION OF NATIONAL CEMETERY FOR INTERMENTS	6.12	20	39	50
Q666 COORDINATE FUNERAL SERVICES WITH SUPRINTENDENTS OF NATIONAL CEMETERIES	6.27	15	37	50
079 9C(2). REQUEST HONOR DETAILS AND ARRANGE REQUIRED CEREMONIES AND SALUTES				
P612 BRIEF HONORS DETAILS	5.65	40	50	50
P641 PLAN MILITARY HONORS DETAILS	6.51	40	54	50
P648 PREPARE REQUESTS FOR MILITARY HONORS DETAILS OR OTHER FUNERAL PARTY MEMBERS	6.11	38	51	50
P639 PARTICIPATE IN HONOR GUARD DETAILS	6.07	35	32	50
P642 PLAN OR ORGANIZE LOCAL CIVIC FUNCTIONS, SUCH AS COLOR GUARDS OR PARADES	6.31	35	43	50
P622 DIRECT MILITARY HONORS CEREMONIES	7.07	30	38	50
P640 PLAN MILITARY FUNERALS	6.93	28	46	50
P611 ARRANGE PARTICIPATION OF FRATERNAL OR PATRIOTIC ORGANIZATIONS WITH FUNERAL DIRECTORS	5.98	23	34	50

TABLE B2 (CONTINUED)

PARAGRAPH 9 OF 611X0 STS MATCHED WITH
MORTUARY AFFAIRS SPECIALTY GROUP DATA

TASKS	TASK DIFF	61130	61150	61170
P619 COORDINATE FLYOVER DETAILS	6.58	18	31	50
Q661 ARRANGE FOR BURIALS AT SEA OR SCATTERING OF ASHES	6.94	8	10	50

080 9D. SEARCH AND RECOVERY OPERATIONS				

R688 MAINTAIN SEARCH AND RECOVERY KITS	5.52	43	78	50
P615 BRIEF SEARCH AND RECOVERY TEAMS	6.35	38	84	50
P658 TRAIN SEARCH AND RECOVERY TEAMS	6.96	38	85	50
R684 COLLECT OR TAG PERSONAL EFFECTS OF ACCIDENT VICTIMS	6.11	30	49	50
R687 MAINTAIN OR UPDATE GRID MAPS	5.69	25	68	50
R704 PREPARE SEARCH, RECOVERY, OR IDENTIFICATION PROGRESS REPORTS				
R709 SET UP TEMPORARY MORGUES	6.64	18	42	50
R708 SET UP APPARATUS FOR PROCESSING HUMAN REMAINS AT OR NEAR ACCIDENT SITES	6.85	15	31	50
R706 REVIEW REPORTS ON COST OF RECOVERY EXPENDITURES	6.89	8	14	50
	6.36	5	15	0

081 9D(1). SEARCH ACCIDENT AREAS AND RECOVER HUMAN REMAINS				

R707 SEARCH ACCIDENT AREAS FOR HUMAN REMAINS	6.69	33	54	50
R684 COLLECT OR TAG PERSONAL EFFECTS OF ACCIDENT VICTIMS	6.11	30	49	50
R710 STAKE OR TAG HUMAN REMAINS	5.69	30	50	50
R696 PLACE HUMAN REMAINS IN BODY POUCHES	5.86	28	41	0
R697 PLOT ACCIDENT OR DISASTER LOCATION (ENTRY CONTROL POINT)				
R704 PREPARE SEARCH, RECOVERY, OR IDENTIFICATION PROGRESS REPORTS	6.09	18	49	50
R705 REVIEW GRID MAPS OF ACCIDENT AREAS	6.64	18	42	50
R695 OBTAIN SERVICES REQUIRED TO SEARCH AREAS OR RECOVER HUMAN REMAINS	6.01	18	46	50
R699 PREPARE REMAINS LOCATION SKETCH	6.43	15	41	50
R702 PREPARE REQUESTS FOR PHOTOGRAPHS OF DISASTER OR ACCIDENT AREAS	6.07	13	47	50
R700 PREPARE REPORTS ON TOTAL COST OF RECOVERY EXPENDITURES	5.73	10	28	50
	6.57	8	11	50

TABLE B2 (CONTINUED)

PARAGRAPH 9 OF 611XO STS MATCHED WITH
MORTUARY AFFAIRS SPECIALTY GROUP DATA

TASKS	TASK DIFF	61130	61150	61170

082 9D(2). MONITOR PROCESSING OF REMAINS FOR POSITIVE IDENTIFICATION				

R701 PREPARE REQUESTS FOR MORTUARY IDENTIFICATION SPECIALISTS	6.29	13	23	0
R703 PREPARE REQUESTS FOR RECORDS NEEDED IN MORTUARY IDENTIFICATION PROCESSING	5.98	10	22	50
R686 INITIATE IDENTIFICATION PROCESSING BY FINGERPRINTING HUMAN REMAINS	6.65	5	12	0
R689 MAKE ENTRIES ON AF FORMS 697 (IDENTIFICATION FINDINGS AND CONCLUSIONS)	6.52	5	14	0
R690 MAKE ENTRIES ON AF FORMS 697A (DENTAL IDENTIFICATION CHART)	6.41	5	10	0
R691 MAKE ENTRIES ON DD FORMS 1077 (REGISTER OF REMAINS)	6.26	5	5	0
R693 MAKE ENTRIES ON DD FORMS 565 (STATEMENT OF RECOGNITION)	6.09	5	10	0
R694 MAKE ENTRIES ON DD FORMS 894 (RECORD OF IDENTIFICATION) PROCESSING-FINGERPRINT CHART	6.20	5	8	0

083 9D(3). ARRANGE FOR RELEASE OF REMAINS TO FUNERAL DIRECTOR				

Q668 COORDINATE RELEASE OR TRANSFER OF HUMAN REMAINS TO FUNERAL HOMES	6.56	18	51	50
Q669 COORDINATE RELEASE OR TRANSFER OF HUMAN REMAINS TO USAF PORT MORTUARIES	6.59	5	30	50

084 9E. COORDINATE MORTUARY SERVICES				

Q671 COORDINATE WITH CIVIL AUTHORITIES ON THE DEVELOPMENT OR PERFORMANCE OF PROCEDURES FOR MOVING HUMAN REMAINS	6.70	13	30	50
Q670 COORDINATE TRANSPORTATION CHARGES FOR TRANSFER CASES WITH TRAFFIC REPRESENTATIVES	6.21	8	35	0

TABLE B2 (CONTINUED)

PARAGRAPH 9 OF 611X0 STS MATCHED WITH
MORTUARY AFFAIRS SPECIALTY GROUP DATA

TASKS	TASK DIFF	61130	61150	61170
085 9E(1). SECURE REQUIRED INFORMATION ON DECEASED PERSONNEL				
086 9E(2). NOTIFY NEXT OF KIN AND OBTAIN DISPOSITION INSTRUCTIONS				
P614 BRIEF NEXT OF KIN ON MORTUARY SERVICES AVAILABLE OR PROVIDED	7.15	43	61	50
P639 PARTICIPATE IN HONOR GUARD DETAILS	6.07	35	32	50
P629 MAINTAIN HONOR GUARD UNIFORMS OR EQUIPMENT	5.55	33	43	50
087 9E(3). OBTAIN BURIAL CLOTHING AND ACCOUNTERMENTS				
Q679 OBTAIN OR FURNISH BURIAL CLOTHING, INSIGNIA, OR EQUIPMENT FOR DECEASED MILITARY PERSONNEL	5.58	25	64	100
Q68 9E(4). INSPECT REMAINS, CASKET, AND SHIPPING CASE				
Q672 INSPECT CASKETS, SEALED PLASTIC SHEETS, OR SHIPPING CASES	6.38	23	45	100
Q673 INSPECT HUMAN REMAINS AFTER PREPARATION	7.06	23	54	100
Q674 INSPECT HUMAN REMAINS PRIOR TO FINAL DRESSING	7.15	23	45	100
Q675 INSPECT PLACEMENT OF REMAINS IN TRANSFER CASES	6.65	13	45	0
Q680 PLACE HUMAN REMAINS IN TRANSFER CASES	6.05	8	24	0
C69 9F. TRANSPORTATION ARRANGEMENTS				
P646 PREPARE REQUESTS FOR ARRANGEMENT OF TRANSPORTATION OF RELATIVES TO BURIALS	6.49	10	32	50
090 9F(1). ARRANGE FOR SHIPMENT AND TRANSPORTATION OF REMAINS				

TABLE B2 (CONTINUED)

PARAGRAPH 9 OF 611XO STS MATCHED WITH
MORTUARY AFFAIRS SPECIALTY GROUP DATA

TASKS	TASK DIFF	61130	61150	61170
Q683 TRACE OR MONITOR ONWARD MOVEMENT OF HUMAN REMAINS TO FINAL DESTINATION MORTUARIES	6.17	23	47	50
Q662 ARRANGE FOR SHIPMENT OF CREMATED REMAINS	6.31	20	38	50

091 9F(2). ARRANGE FOR SELECTION AND BRIEFING OF ESCORT				

Q681 PREPARE REQUESTS FOR APPOINTMENTS OF ESCORTS OR SUMMARY COURT OFFICER	5.89	28	58	50
P616 BRIEF SUMMARY COURT OFFICERS OR ESCORTS ON RESPONSIBILITIES	6.58	25	62	50
P650 PREPARE REQUESTS FOR TRAVEL ORDERS FOR ESCORT OF HUMAN REMAINS	5.79	23	60	50
Q660 ACCOMPANY REMAINS TO DEPARTURE POINTS	5.48	8	19	50

092 9F(3). FURNISH REQUIRED ARTICLE TO PREPARING DIRECTOR				

093 9G. ASSIST NEXT OF KIN IN REIMBURSEMENT OF EXPENSES				

P657 REVIEW OR PROCESS DD FORMS 1375 (REQUEST FOR PAYMENT OF FUNERAL AND/OR INTERMENT EXPENSES)	6.19	25	60	50
P620 COUNSEL OR ASSIST SPONSORS IN COMPLETING DD FORMS 2065 (DISPOSITION OF REMAINS-REIMBURSABLE BASIS)	6.61	20	45	50

094 9H. MAINTAIN MORTUARY AFFAIRS RECORDS AND REPORTS				

TABLE B3

PARAGRAPH 14 OF 611X0 STS MATCHED WITH
BILLETING OPERATIONS SPECIALTY JOB DATA

TASKS	TASK DIFF	61130	61150	61170
118 14. FRONT DESK/ADMINISTRATION				
M540 VERIFY GUEST ELIGIBILITY TO UTILIZE TRANSIENT FACILITIES, SUCH AS BY CHECKING ID CARD OR ORDERS				
I381 ISSUE ROOM KEYS	3.65	83	83	50
K434 COUNT CASH	2.97	84	83	71
K452 RECEIVE AND MAKE CHANGE	3.43	93	83	64
K427 APPROVE PERSONAL CHECKS FOR ROOM CHARGES	3.39	88	82	64
K444 PLACE CASH INTO CASH REGISTERS	3.67	82	78	50
K449 PREPARE CUSTOMER RECEIPTS	2.69	86	77	64
M498 ASSIGN CONTRACT QUARTERS OR RENTAL UNITS	3.98	74	72	57
I373 DELIVER MESSAGES TO ASSIGNED OCCUPANTS OR GUESTS	4.73	69	70	64
M535 PROVIDE VOQ AND VAQ MAKEUP SERVICE	2.68	67	69	21
M531 PREPARE AUTHORIZATION FORMS FOR CONTRACT QUARTERS	3.56	68	67	50
K440 MAKE ENTRIES ON AF FORMS 2535 (NAF CASHIERS REPORT)	4.42	60	64	29
M511 INFORM HOUSEKEEPING PERSONNEL OF CHECKOUTS	4.27			
M520 MAINTAIN LISTINGS OF OFF-BASE COMMERCIAL MOTELS AND HOTELS	3.85	62	62	64
M522 MAKE ENTRIES ON AF FORMS 2506 (RESERVATION FOR INDIVIDUALS)	3.60	56	61	79
M500 COLLECT SERVICE CHARGES FOR HOUSING OR QUARTERS	4.09	67	60	50
M509 CONFIRM OR DENY RESERVATIONS BY MAIL, MESSAGE, OR TELEPHONE	4.16	52	59	29
I379 ISSUE CUSTOMER LOAN ITEMS, SUCH AS CRIBS, IRONING BOARDS, IRONS, OR VACUUMS	4.38	52	58	50
I384 MAINTAIN LITERATURE, SUCH AS BASE MAPS, BUS SCHEDULES, OR ENTERTAINMENT BROCHURES	3.32	58	58	43
M525 MAKE ENTRIES ON AND ISSUE AF FORMS 2505 (GUEST REGISTRATION)	3.25	65	57	50
K455 VERIFY CASH FUNDS	4.25	57	57	43
K459 WITHDRAW CASH FROM CASH REGISTERS	3.67	57	54	36
M528 OPERATE TELEPHONE SWITCHBOARDS	3.09	59	53	43
K446 PREPARE CASH REFUND/OVERRING REPORTS	4.65	55	52	29
K454 VERIFY AND SIGN CHANGE FUND RECEIPTS	3.72	63	51	50
	3.74	52	51	21

TABLE B3 (CONTINUED)

PARAGRAPH 14 OF 611X0 STS MATCHED WITH
BILLETING OPERATIONS SPECIALTY JOB DATA

TASKS	TASK DIFF	61130	61150	61170
M523 MAKE ENTRIES ON AF FORMS 2507 (RESERVATION FOR GROUPS)	4.17	54	50	29
E261 MAINTAIN RESERVATION LOGS	5.38	38	48	43
I383 MAINTAIN DISPLAY OR STORAGE FOR KEYS	3.32	48	48	36
K450 PREPARE REPORTS OF DEPOSITS	4.29	45	46	36
M532 PREPARE DOCUMENTATION AUTHORIZING BX PATRONAGE FOR CIVILIAN TDY MEMBERS	4.25	43	46	21
K451 READ AND RECORD READINGS ON CASH REGISTERS	4.33	52	44	29
I393 PERFORM PERIODIC CHECKS OF REGISTRATION FILES TO LOCATE WALKOUTS	4.24	28	43	7
M519 MAINTAIN GUEST HOUSING REGISTERS	4.19	45	42	50
M527 OPERATE BASE INTRO SERVICE AFTER NORMAL DUTY HOURS	4.16	36	42	21
M518 MAINTAIN DISHONORED CHECK LISTINGS	4.23	34	41	43
J405 CLEAN DISPLAY CASES, FURNITURE, FIXTURES, OR APPLIANCES	2.94	46	39	0
M538 STORE AND SAFEGUARD GUESTS' VALUABLES WHEN REQUESTED	3.81	31	39	36
H365 MAKE ENTRIES ON AF FORMS 1297 (TEMPORARY ISSUE RECEIPT)	3.36	30	38	36
N543 ASSIGN ROOMS TO FTD PERSONNEL	3.83	26	30	0
I380 ISSUE LINEN ITEMS	3.05	24	29	14
K447 PREPARE CASH REGISTER ADJUSTMENT VOUCHERS	4.50	28	27	14
E252 MAINTAIN FACILITY MAINTENANCE LOGS	4.27	15	16	0
M501 COMPILE DORMITORY OCCUPANCY UTILIZATION REPORTS	5.24	17	16	29
E259 MAINTAIN RECORDS ON INCOMING LONG DISTANCE PHONE CALLS	3.96	11	9	0
119 14A. IDENTIFY AUTHORIZED PATRONS				
120 14B. MAKE RESERVATIONS				
M522 MAKE ENTRIES ON AF FORMS 2506 (RESERVATION FOR INDIVIDUALS)	4.09	67	60	50
M523 MAKE ENTRIES ON AF FORMS 2507 (RESERVATION FOR GROUPS)	4.17	54	50	29
121 14C. PREPARE AND MAINTAIN REGISTRATION FORMS				
I371 ASSIGN UNACCOMPANIED OR TRANSIENT QUARTERS	4.63	66	67	21

TABLE B3 (CONTINUED)

PARAGRAPH 14 OF 611X0 STS MATCHED WITH
BILLETING OPERATIONS SPECIALTY JOB DATA

TASKS	TASK DIFF	61130	61150	61170
M525 MAKE ENTRIES ON AND ISSUE AF FORMS 2505 (GUEST REGISTRATION)	4.25	57	57	43
122 14D. MAINTAIN LOCATOR SERVICE				
1388 OPERATE BASE LOCATOR SERVICE	4.07	59	54	43
M521 MAINTAIN LOCATOR ROSTER OF TDY TRAVELERS STAYING IN COMMERCIAL FACILITIES	4.32	49	48	57
123 14E. MONITOR SUNDRY SALES				
M515 INVENTORY BEVERAGES AND SUNDRY ITEMS AT BILLETING DESK	4.24	78	74	57
M537 STOCK SUNDRY ITEMS	3.43	66	58	43
M516 INVENTORY BEVERAGES IN DISTINGUISHED VISITORS (DV) QUARTERS	4.20	25	24	29
M536 RESTOCK BEVERAGES IN TRANSIENT QUARTERS	3.57	22	21	7
K432 COLLECT FEES FOR RESALEABLES	4.02	24	21	7
K433 COLLECT REIMBURSEMENTS FOR SALES OR SERVICES	4.19	10	12	7
M529 PERFORM PRICING MARKUPS ON BEVERAGES	3.91	12	10	21
H368 RECONCILE DISCREPANCIES OF REIMBURSABLE SALES ISSUES WITH STATEMENTS OF ACCOUNTS	5.02	5	0	0
124 14F. HANDLE AND MONITOR COMPLAINTS				
N541 ADVISE FIRST SERGEANT AND SQUADRON COMMANDER OF PROBLEM AREAS	4.12	18	16	21

TABLE B4

PARAGRAPH 19 OF 611X0 STS MATCHED WITH
DORMITORY MANAGEMENT SPECIALTY GROUP DATA

TASKS	TASK DIFF	61130	61150	61170
164 19. DORMITORY MANAGEMENT				
A40 PLAN BUILDING OR FACILITY MAINTENANCE REQUIREMENTS	5.10	46	46	51
A67 SCHEDULE INSPECTIONS OR AUDITS	4.59	19	19	27
165 19A. DORMITORY MANAGEMENT POLICY				
A53 PREPARE APPROPRIATED FUNDS (AF) BUDGETS	7.39	8	8	27
166 19B. DORMITORY MANAGEMENT RESPONSIBILITIES				
I381 ISSUE ROOM DEYS	2.97	88	88	72
I400 SEND AF FORMS 1135 TO BCE FOR WORK NOT IDENTIFIED DURING PT OR SMART INSPECTIONS	4.07	78	78	74
F316 INVENTORY FURNITURE	4.65	72	72	65
E267 MAKE ENTRIES ON AF FORMS 1135 (BCE REAL PROPERTY MAINTENANCE REQUEST)	4.23	72	72	72
I383 MAINTAIN DISPLAY OR STORAGE FOR KEYS	3.32	72	72	63
E277 MAKE ENTRIES ON AF FORMS 332 (BCE WORK REQUEST)	4.39	72	72	78
H365 MAKE ENTRIES ON AF FORMS 1297 (TEMPORARY ISSUE RECEIPT)	3.36	69	69	61
E249 MAINTAIN DAILY OCCUPANCY RECORDS	4.46	69	69	59
E276 MAKE ENTRIES ON AF FORMS 228 (FURNISHINGS CUSTODY RECEIPT AND CONDITION REPORT)	4.04	67	67	64
I378 INVENTORY QUARTERS	4.34	62	62	56
E252 MAINTAIN FACILITY MAINTENANCE LOGS	4.27	59	59	56
I385 MAINTAIN RECORDS ON THE LOCATION OF FURNITURE OR EQUIPMENT	4.81	54	54	48
I371 ASSIGN UNACCOMPANIED OR TRANSIENT QUARTERS	4.63	49	49	46
I369 ANNOTATE OUT-PROCESSING FORM LETTERS	3.35	46	46	42
F344 SERVE AS ESCORT TO PLANNING TECHNICIAN (PT) AND STRUCTURAL MAINTENANCE AND REPAIR TEAMS (SMART)	3.79	37	37	35
E284 MAKE ENTRIES ON DD FORMS 362 (STATEMENT OF CHARGES FOR GOVERNMENT PROPERTY LOST, DAMAGED OR DESTROYED)	5.01	31	31	38

TABLE B4 (CONTINUED)

PARAGRAPH 19 OF 611XO STS MATCHED WITH
DORMITORY MANAGEMENT SPECIALTY GROUP DATA

TASKS	TASK DIFF	61130	61150	61170
A20 DEVELOP INPUTS TO QUARTERS IMPROVEMENT PLANS	5.86	24	34	45
F315 INVENTORY FIXED ASSETS	4.71	21	21	31
F343 REVIEW SUPPLY DAILY DOCUMENT REGISTERS (D04/804-11)	4.65	20	20	34
N501 COMPILE DORMITORY OCCUPANCY UTILIZATION REPORTS	5.24	20	20	35
F313 EVALUATE SUPPLY PROBLEMS	5.42	19	19	26
G350 MARK, TAG, OR LABEL AF (APPROPRIATED FUNDS) PROPERTY	4.16	18	18	23
F312 EVALUATE EQUIPMENT STORAGE PROCEDURES	4.77	18	18	23
I398 REPORT STATUS OF FACILITY UPGRADE PROJECTS	5.19	16	16	29
E295 PREPARE SECTION DUTY ROSTERS	4.18	13	13	22
E255 MAINTAIN INACTIVE ACCOUNTS FILES	4.16	10	10	10
E268 MAKE ENTRIES ON AF FORMS 1219 (BCE MULTI-CRAFT JOB ORDER)	4.50	8	8	8
E269 MAKE ENTRIES ON AF FORMS 123 (REQUEST FOR CHANGED USE OF REAL PROPERTY)	4.98	7	7	17
H360 COMPUTE STOCK CONTROL LEVELS	5.31	6	6	7

167 19C. DORMITORY MANAGEMENT OPERATIONAL PROCEDURES				

B119 INITIATE VERBAL REQUESTS FOR EMERGENCY OR URGENT WORK SERVICE TO THE BCE SERVICE CALL FUNCTIONS	3.56	73	73	83
N552 ESTABLISH OR MAINTAIN LOCATOR BOARD FOR DORM OCCUPANTS	3.89	58	58	44
N565 REPORT TO BCE CUSTOMER SERVICE UNIT (CSU) WORK REQUIREMENTS RELATED TO BUILDINGS AND INSTALLED EQUIPMENT	4.17	57	57	51
N563 REPORT OCCUPANCY STATUS TO BILLETING OPERATIONS	4.30	54	54	43
N562 REPORT DORM FURNISHINGS MAINTENANCE AND REPAIR REQUIREMENTS TO FURNISHINGS MANAGEMENT OFFICE (FMO)	4.14	50	50	39
N548 CONTROL AND DISTRIBUTE EXPENDABLE SUPPLIES	3.95	49	49	41
N554 INSPECT COMMON USE LIVING AREAS OF UEQ ROOMS	3.74	48	48	43
B78 CONDUCT DORMITORY OCCUPANCY ORIENTATION BRIEFINGS	4.71	46	46	46
N546 CONDUCT DAILY SECURITY CHECKS OF ASSIGNED DORMITORIES	3.56	45	45	36
N558 ISSUE CONFIRMATION OF CLEARANCE TO MEMBERS UPON TERMINATION	3.66	45	45	36
N549 DIRECT AND DOCUMENT SELF-HELP WORK DONE BY DORM OCCUPANTS	4.14	46	46	34
N550 DIRECT STORAGE OF PERSONAL PROPERTY FOR MEMBERS NOT AUTHORIZED SINGLE BAQ	4.17	43	43	38

TABLE B4 (CONTINUED)

PARAGRAPH 19 OF 611X0 STS MATCHED WITH
DORMITORY MANAGEMENT SPECIALTY GROUP DATA

TASKS	TASK DIFF	61130	61150	61170
N551 ESTABLISH HOUSEKEEPING STANDARDS FOR DORMITORY OCCUPANTS	4.56	43	43	39
N561 PICKUP AND TURN-IN LINEN FROM BASE CENTRAL LINEN CONTROL	3.74	37	37	25
N566 SET UP HOSPITALITY ROOMS FOR MEMBERS ARRIVING DURING IRREGULAR DUTY HOURS	3.98	36	36	32
N560 PERFORM MINOR MAINTENANCE AND REPAIR TASKS THROUGH THE BASE U-FIX-IT STORE	4.10	36	36	28

168 19C(1). MANAGE A CENTRALIZED DORMITORY PROGRAM				

N552 ESTABLISH OR MAINTAIN LOCATOR BOARD FOR DORM OCCUPANTS	3.89	58	58	44
N544 BRIEF DETAIL PERSONNEL ON AREA OF WORK RESPONSIBILITY	3.93	57	57	43
N565 REPORT TO BCE CUSTOMER SERVICE UNIT (CSU) WORK REQUIREMENTS RELATED TO BUILDINGS AND INSTALLED EQUIPMENT	4.17	57	57	51
N563 REPORT OCCUPANCY STATUS TO BILLETING OPERATIONS	4.30	54	54	43
N562 REPORT DORM FURNISHINGS MAINTENANCE AND REPAIR REQUIREMENTS TO FURNISHINGS MANAGEMENT OFFICE (FMO)	4.14	50	50	39
N558 ISSUE CONFIRMATION OF CLEARANCE TO MEMBERS UPON TERMINATION	3.66	45	45	36
N551 ESTABLISH HOUSEKEEPING STANDARDS FOR DORMITORY OCCUPANTS	4.56	43	43	39
N561 PICKUP AND TURN-IN LINEN FROM BASE CENTRAL LINEN CONTROL	3.74	37	37	25
N566 SET UP HOSPITALITY ROOMS FOR MEMBERS ARRIVING DURING IRREGULAR DUTY HOURS	3.98	36	36	32
N560 PERFORM MINOR MAINTENANCE AND REPAIR TASKS THROUGH THE BASE U-FIX-IT STORE	4.10	36	36	28
N545 BRIEF DORMITORY CHIEFS ON AREAS OF RESPONSIBILITY	4.09	29	29	31

169 19C(2). MANAGE A UNIT DORMITORY PROGRAM				

N541 ADVISE FIRST SERGEANT AND SQUADRON COMMANDER OF PROBLEM AREAS	4.12	66	66	62
N552 ESTABLISH OR MAINTAIN LOCATOR BOARD FOR DORM OCCUPANTS	3.89	58	58	44
N544 BRIEF DETAIL PERSONNEL ON AREA OF WORK RESPONSIBILITY	3.93	57	57	43
N565 REPORT TO BCE CUSTOMER SERVICE UNIT (CSU) WORK REQUIREMENTS RELATED TO BUILDINGS AND INSTALLED EQUIPMENT	4.17	57	57	51

TABLE B4 (CONTINUED)

PARAGRAPH 19 OF 611X0 STS MATCHED WITH
DORMITORY MANAGEMENT SPECIALTY GROUP DATA

TASKS	TASK DIFF	61130	61150	61170
N563 REPORT OCCUPANCY STATUS TO BILLETING OPERATIONS	4.30	54	54	43
N562 REPORT DORM FURNISHINGS MAINTENANCE AND REPAIR REQUIREMENTS TO FURNISHINGS MANAGEMENT OFFICE (FMO)	4.14	50	50	39
N558 ISSUE CONFIRMATION OF CLEARANCE TO MEMBERS UPON TERMINATION	3.66	45	45	36
N551 ESTABLISH HOUSEKEEPING STANDARDS FOR DORMITORY OCCUPANTS	4.56	43	43	39
N561 PICKUP AND TURN-IN LINEN FROM BASE CENTRAL LINEN CONTROL	3.74	37	37	25
N566 SET UP HOSPITALITY ROOMS FOR MEMBERS ARRIVING DURING IRREGULAR DUTY HOURS	3.98	36	36	32
N560 PERFORM MINOR MAINTENANCE AND REPAIR TASKS THROUGH THE BASE U-FIX-IT STORE	4.10	36	36	28
N545 BRIEF DORMITORY CHIEFS ON AREAS OF RESPONSIBILITY	4.09	29	29	31

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